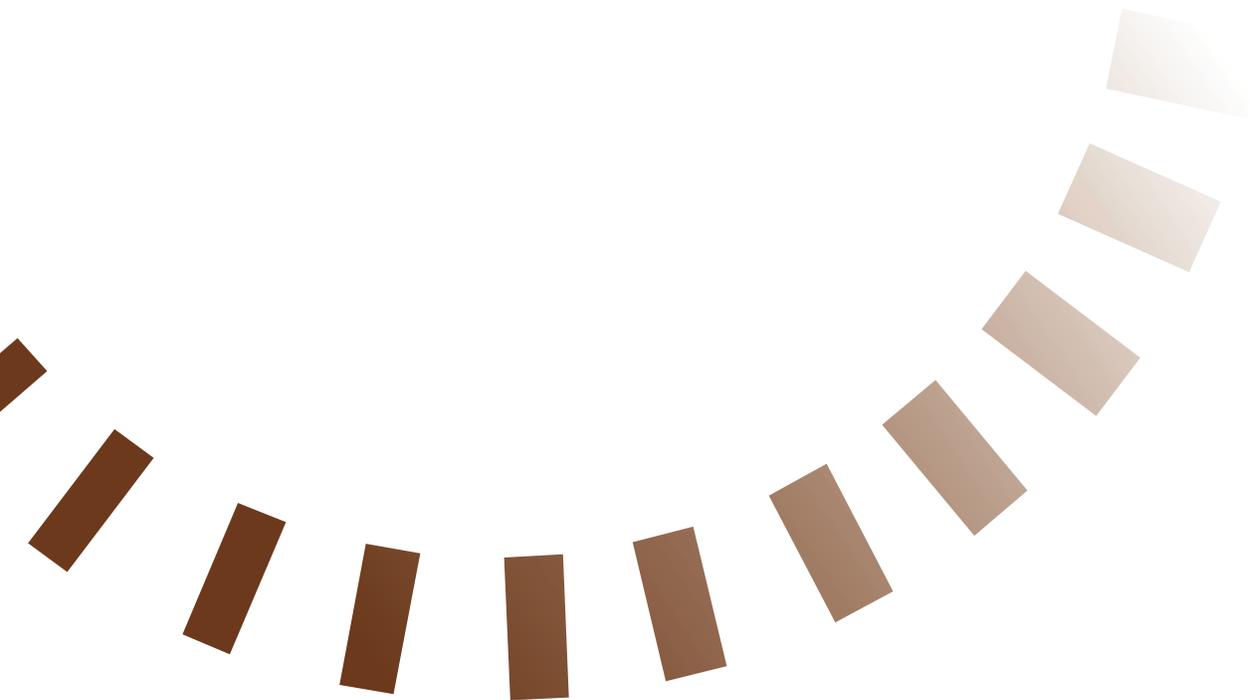




CONSUMER  
**SENTINEL** NETWORK  
**DATA BOOK**  
for January – December 2013

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Federal Trade Commission  
February 2014

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# INTRODUCTION

The Consumer Sentinel Network (CSN) is a secure online database of millions of consumer complaints available only to law enforcement. In addition to storing complaints received by the FTC, the CSN also includes complaints filed with state law enforcement organizations such as the Montana, North Carolina and Oregon Departments of Justice, the Tennessee Division of Consumer Affairs, the South Carolina Department of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Michigan, Mississippi, Ohio and Washington. Federal agencies, including the Consumer Financial Protection Bureau and the FBI's Internet Crime Complaint Center, contribute data as well. The Commission also receives complaints from the Canadian Anti-Fraud Centre. Non-governmental organizations also provide complaint data to the FTC. The Council of Better Business Bureaus, consisting of all North American BBBs, is a major contributor of complaint data. Other organizations include the following: Green Dot, the Identity Theft Assistance Center, the Lawyers' Committee for Civil Rights Under Law, MoneyGram International, the National Fraud Information Center, PrivacyStar, and Western Union.

Law enforcement partners - whether they are down the street, across the nation, or around the world - can use information in the database to enhance and coordinate investigations.

Begun in 1997 to collect fraud and identity theft complaints, the CSN now has more than 9 million complaints, including those about credit reports, debt collection and mortgage assistance scams, among other subjects. The CSN has a five-year data retention policy; complaints older than five years are purged biannually. Between January and December 2013, the CSN received more than 2 million consumer complaints, which the FTC has sorted into 30 complaint categories. Some organizations transfer their complaints to the CSN after the end of the calendar year, and new data providers, added to the system each year, are contributing complaints from prior years. As a result, the total number of complaints for 2013 will increase during the next few months, and totals from previous years may differ from prior CSN annual reports.

The 2013 Consumer Sentinel Network Data Book is based on unverified complaints reported by consumers. The data is not based on a consumer survey.

For more information about the Consumer Sentinel Network, visit [www.FTC.gov/sentinel](http://www.FTC.gov/sentinel). Law enforcement personnel may join CSN at [Register.ConsumerSentinel.gov](http://Register.ConsumerSentinel.gov).

## Leading Data Contributors

 Better Business Bureaus	 Internet Crime Complaint Center
 Consumer Financial Protection Bureau Consumer Financial Protection Bureau	 PrivacyStar
 Canadian Anti-Fraud Centre	 Publishers Clearing House
 Green Dot	 Identity Theft Assistance Center
 North Carolina Department of Justice	 Ohio Attorney General
 California Attorney General	 Oregon Department of Justice
 Michigan Attorney General	 Indiana Attorney General

For a detailed description of the CSN and a complete list of our data contributors, see Appendices A1 through A4.



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**Executive Summary**  
**Consumer Sentinel Network Data Book**  
*January – December 2013*

- The Consumer Sentinel Network (CSN) contains over 9 million complaints dating from calendar year 2009 through calendar year 2013. (In addition, the CSN contains over 13 million do-not-call complaints from this same time period. We report on do-not-call complaints after the end of each fiscal year. See <http://www.ftc.gov/sites/default/files/documents/reports/national-do-not-call-registry-data-book-fiscal-year-2013/131204dncdatabook.pdf> for the 2013 National Do Not Call Registry Data Book.)
- The CSN received over 2 million complaints (excluding do-not-call) during calendar year 2013: 55% fraud complaints; 14% identity theft complaints; and 31% other types of complaints.
- Identity Theft was the number one complaint category in the CSN for calendar year 2013 with 14% of the overall complaints, followed by Debt Collection (10%); Banks and Lenders (7%); Impostor Scams (6%); Telephone and Mobile Services (6%); Prizes, Sweepstakes and Lotteries (4%); Auto-Related Complaints (4%); Shop-at-Home and Catalog Sales (3%); Television and Electronic Media (3%); and Advance Payments for Credit Services (2%). The complete ranking of all 30 complaint categories is listed on page six of this report.
- For military consumers, Identity Theft was the number one complaint category in the CSN, followed by Impostor Scams at number two. Foreign Money Offers and Counterfeit Check Scams ranked as the seventh highest category for military members, in contrast to seventeenth highest for the population as a whole.

***Fraud***

- Over one million complaints were fraud-related. Consumers reported paying over \$1.6 billion in those fraud complaints; the median amount paid was \$400. Sixty-one percent of the consumers who reported a fraud-related complaint also reported an amount paid.
- Forty-eight percent of all fraud-related complaints reported the method of initial contact. Of those complaints, 40% said the telephone, while another 33% said e-mail. Only 5% of those consumers reported mail as the initial point of contact.
- Florida is the state with the highest per capita rate of reported fraud and other types of complaints, followed by Nevada and Georgia.

***Identity Theft***

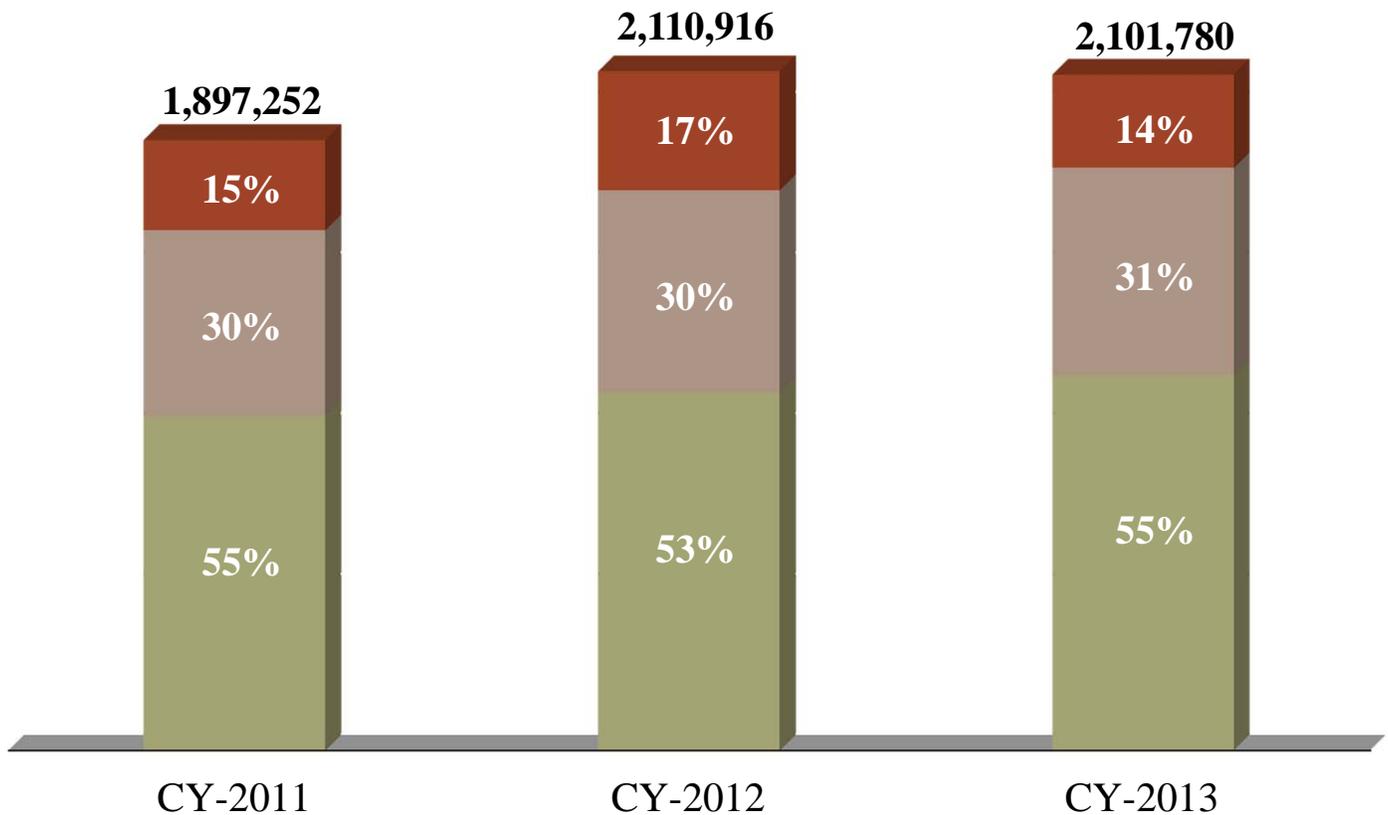
- Government documents/benefits fraud (34%) was the most common form of reported identity theft, followed by credit card fraud (17%), phone or utilities fraud (14%), and bank fraud (8%). Other significant categories of identity theft reported by victims were employment-related fraud (6%) and loan fraud (4%).
- Forty-one percent of identity theft complainants reported whether they contacted law enforcement. Of those victims, 74% notified a police department. Sixty-one percent of these indicated a report was taken.
- Florida is the state with the highest per capita rate of reported identity theft complaints, followed by Georgia and California.

# Consumer Sentinel Network Complaint Type Percentages<sup>1</sup>

*Calendar Years 2011 through 2013*

*Complaint Types*

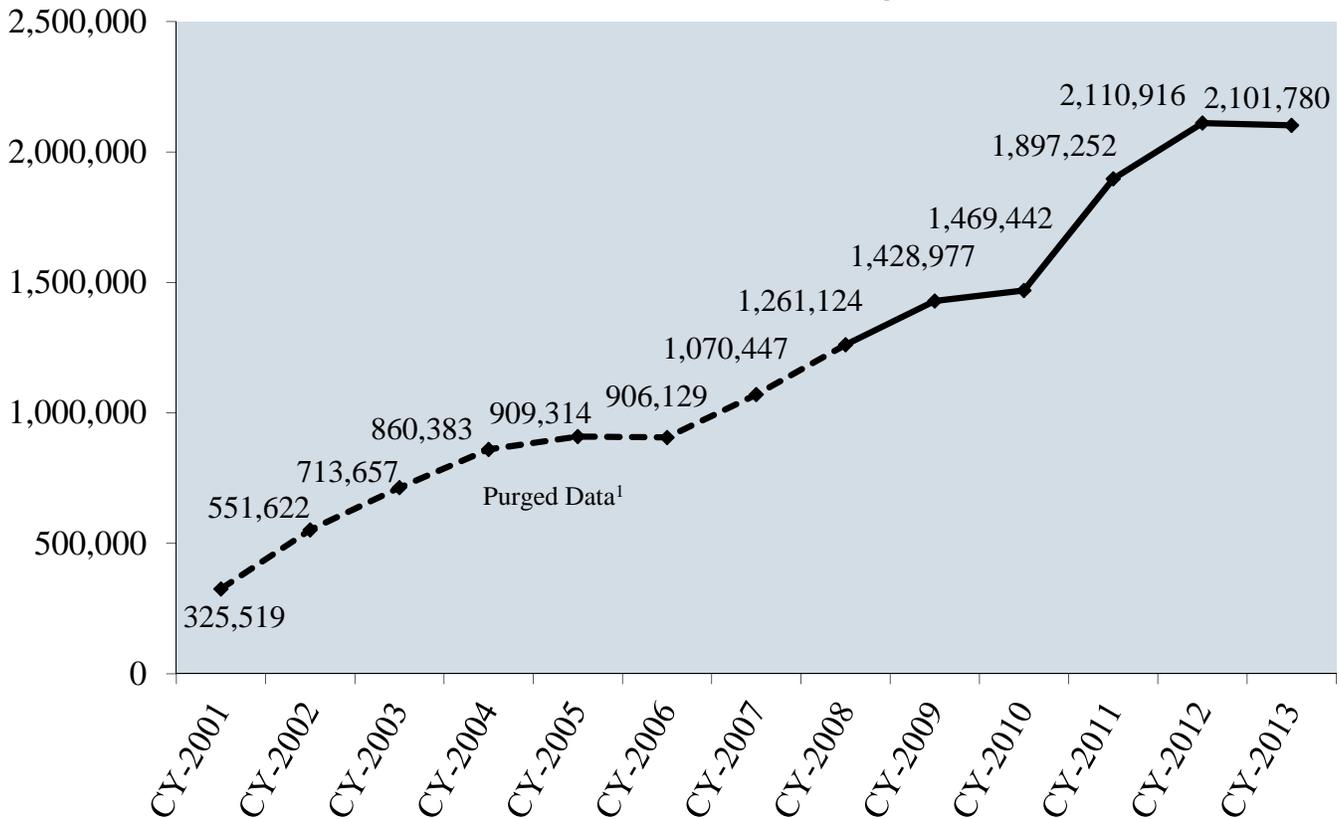
- Identity Theft Complaints
- Other Complaints
- Fraud Complaints



<sup>1</sup>Percentages are based on the total number of Consumer Sentinel Network complaints by calendar year.



## Consumer Sentinel Network Complaint Count<sup>1</sup> *Calendar Years 2001 through 2013*



## Consumer Sentinel Network Complaint Type Count<sup>1</sup> *Calendar Years 2001 through 2013*

Calendar Year	Consumer Sentinel Network Complaint Count			Total Complaints
	Fraud	Identity Theft	Other	
2001	137,306	86,250	101,963	325,519
2002	242,783	161,977	146,862	551,622
2003	331,366	215,240	167,051	713,657
2004	410,298	246,909	203,176	860,383
2005	437,585	255,687	216,042	909,314
2006	423,672	246,214	236,243	906,129
2007	505,563	259,314	305,570	1,070,447
2008	620,832	314,587	325,705	1,261,124
2009	708,781	278,360	441,836	1,428,977
2010	819,399	251,080	398,963	1,469,442
2011	1,040,439	279,216	577,597	1,897,252
2012	1,111,119	369,145	630,652	2,110,916
2013	1,165,090	290,056	646,634	2,101,780

<sup>1</sup> Complaint counts from CY-2001 to CY-2008 represent historic figures as per the Consumer Sentinel Network's five-year data retention policy. These complaint figures exclude National Do Not Call Registry complaints.



# Consumer Sentinel Network Complaint Categories<sup>1</sup>

*January 1 – December 31, 2013*

Rank	Category	No. of Complaints	Percentages <sup>1</sup>
1	Identity Theft	290,056	14%
2	Debt Collection	204,644	10%
3	Banks and Lenders	152,707	7%
4	Impostor Scams	121,720	6%
5	Telephone and Mobile Services	116,261	6%
6	Prizes, Sweepstakes and Lotteries	89,944	4%
7	Auto-Related Complaints	82,701	4%
8	Shop-at-Home and Catalog Sales	66,024	3%
9	Television and Electronic Media	53,087	3%
10	Advance Payments for Credit Services	50,422	2%
11	Internet Services	50,311	2%
12	Health Care	39,452	2%
13	Credit Cards	35,086	2%
14	Business and Job Opportunities	32,939	2%
15	Credit Bureaus, Information Furnishers and Report Users	31,810	2%
16	Travel, Vacations and Timeshare Plans	30,094	1%
17	Foreign Money Offers and Counterfeit Check Scams	24,752	1%
18	Internet Auction	21,026	1%
19	Mortgage Foreclosure Relief and Debt Management	20,540	1%
20	Office Supplies and Services	19,584	1%
21	Real Estate	17,798	1%
22	Magazines and Books	14,471	1%
23	Computer Equipment and Software	14,028	1%
24	Home Repair, Improvement and Products	9,543	<1%
25	Grants	7,969	<1%
26	Investment-Related Complaints	5,645	<1%
27	Education	3,569	<1%
28	Charitable Solicitations	2,477	<1%
29	Buyers' Clubs	1,847	<1%
30	Clothing, Textiles and Jewelry	1,720	<1%

<sup>1</sup>Percentages are based on the total number of CSN complaints (2,101,780) received by the FTC between January 1 and December 31, 2013. Fourteen percent (293,668) of the total CSN complaints received by the FTC were coded “Other (Note in Comments)”. For CSN category descriptions, details and three-year figures, see Appendices B1 through B3.



## Consumer Sentinel Network Total Number of Fraud Complaints & Amount Paid *Calendar Years 2011 through 2013*

CY	Complaint Count		Percentage Reporting Amount Paid	Amount Paid		
	Total	Reporting Amount Paid		Reported	Average <sup>1</sup>	Median <sup>2</sup>
2011	1,040,439	673,694	65%	\$1,547,435,639	\$2,297	\$538
2012	1,111,119	658,013	59%	\$1,412,308,747	\$2,146	\$500
2013	1,165,090	707,382	61%	\$1,622,784,979	\$2,294	\$400

<sup>1</sup>Average is based on the total number of consumers who reported an amount paid for each calendar year: CY-2011 = 673,694; CY-2012 = 658,013; and CY-2013 = 707,382. The amount paid is based on complaints with reported values from \$0 to \$999,999.

<sup>2</sup>Median is the middle number in a set of numbers so that half the numbers have values that are greater than the median and half have values that are less. Calculation of the median excludes complaints with amount paid reported as \$0.

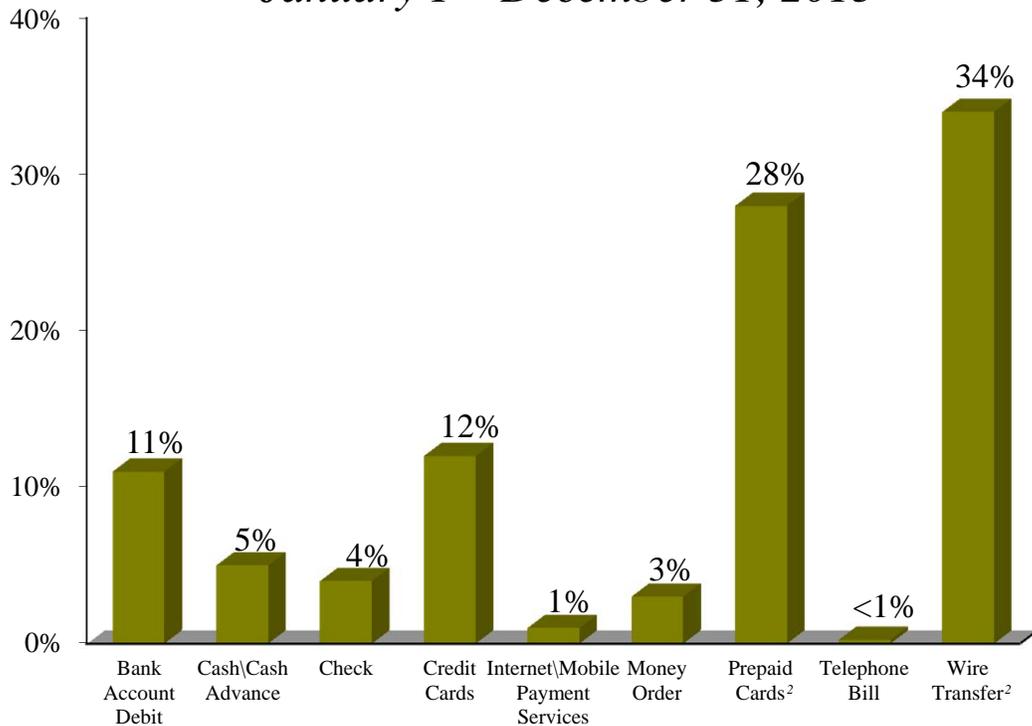
Note: See Appendix C for fraud complaints and amount paid figures by State and the District of Columbia.

## Consumer Sentinel Network Distribution of Fraud Complaints by Amount Paid *Calendar Years 2011 through 2013*

Amount Paid	CY - 2011		CY - 2012		CY - 2013	
	Complaints	Percentages <sup>3</sup>	Complaints	Percentages <sup>3</sup>	Complaints	Percentages <sup>3</sup>
\$0	340,677	51%	344,403	52%	312,645	44%
\$1 - 25	16,662	2%	15,537	2%	14,970	2%
\$26 - 50	19,812	3%	17,615	3%	20,290	3%
\$51 - 75	13,344	2%	10,842	2%	13,355	2%
\$76 - 100	17,453	3%	15,281	2%	22,439	3%
\$101 - 250	50,660	8%	53,298	8%	79,135	11%
\$251 - 500	45,408	7%	48,674	7%	84,628	12%
\$501 - 1,000	43,983	7%	42,703	6%	51,194	7%
\$1,001 - 5,000	95,391	14%	82,360	13%	80,370	11%
More than \$5,000	30,304	4%	27,300	4%	28,356	4%

<sup>3</sup>Percentages are based on the total number of consumers who reported amount paid for each calendar year: CY-2011 = 673,694; CY-2012 = 658,013; and CY-2013 = 707,382.

## Consumer Sentinel Network Fraud Complaints by Method of Consumer Payment<sup>1</sup> *January 1 – December 31, 2013*



## Consumer Sentinel Network Fraud Complaints by Method of Consumer Payment *Calendar Years 2011 through 2013*

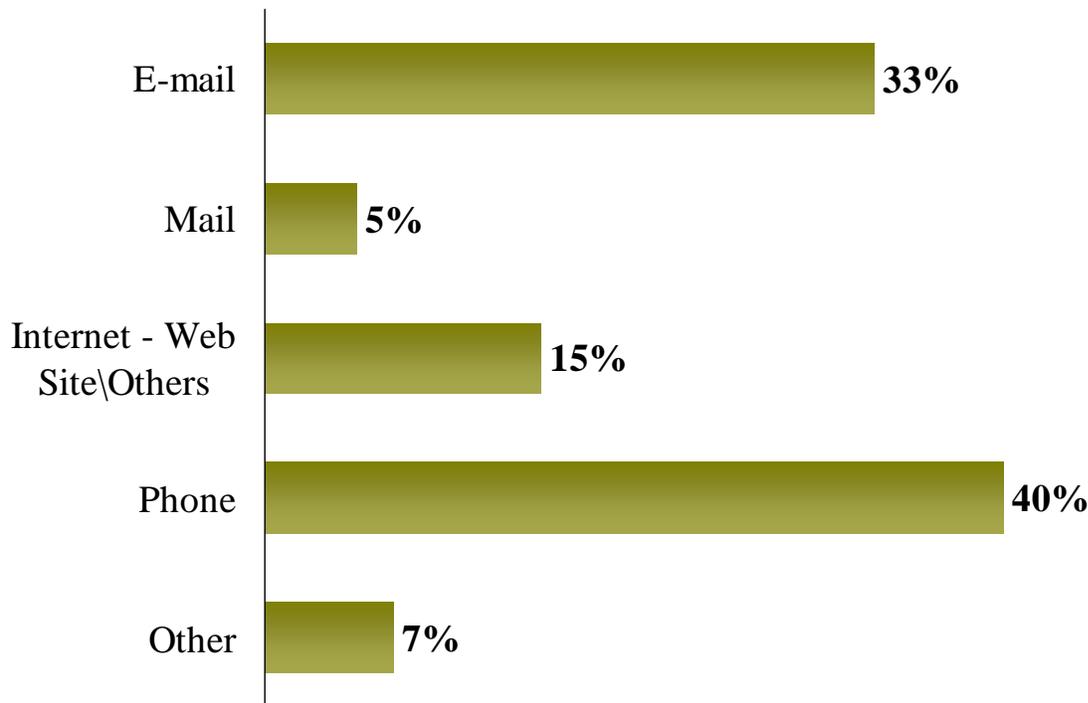
Payment Method	CY - 2011			CY - 2012			CY - 2013		
	Complaints	Percentages <sup>1</sup>	Amount Paid <sup>3</sup>	Complaints	Percentages <sup>1</sup>	Amount Paid <sup>3</sup>	Complaints	Percentages <sup>1</sup>	Amount Paid <sup>3</sup>
Bank Account Debit	34,006	14%	\$89,513,567	31,227	13%	\$80,667,612	35,149	11%	\$94,509,885
Cash\Cash Advance	17,767	7%	\$154,491,152	15,861	7%	\$124,330,453	16,174	5%	\$170,573,267
Check	18,794	8%	\$93,554,779	17,084	7%	\$91,707,582	12,641	4%	\$70,962,952
Credit Cards	42,333	17%	\$128,218,570	36,715	15%	\$95,463,917	37,866	12%	\$89,028,153
Internet\Mobile	-	-	-	938	<1%	\$777,283	4,508	1%	\$4,110,760
Money Order	15,198	6%	\$54,495,273	13,314	5%	\$56,952,954	9,261	3%	\$57,748,844
Prepaid Cards <sup>2</sup>	10	<1%	\$9,054	16,914	7%	\$6,946,619	84,671	28%	\$42,858,396
Telephone Bill	2,207	1%	\$472,378	1,514	1%	\$903,210	736	<1%	\$342,949
Wire Transfer <sup>2</sup>	115,901	47%	\$438,343,577	109,138	45%	\$456,541,454	104,984	34%	\$507,713,984
<b>Total Reporting Payment</b>	<b>246,216</b>		<b>\$959,098,350</b>	<b>242,705</b>		<b>\$914,291,084</b>	<b>305,990</b>		<b>\$1,037,849,189</b>

<sup>1</sup>Percentages are based on the total number of CSN fraud complaints for each calendar year where consumers reported the method of payment: CY-2011 = 246,216; CY-2012 = 242,705; and CY-2013 = 305,990. Of the total, 26% reported this information during CY-2013, 22% in CY-2012 and 24% in CY-2011.

<sup>2</sup>Prepaid Cards figures include a significant number of complaints from data contributor Green Dot, and Wire Transfer figures include a significant number of complaints from data contributors MoneyGram International and Western Union Money Transfer. This may affect the distribution of the reported methods of payment.

<sup>3</sup>The amount paid is based on complaints reporting values from \$0 to \$999,999.

## Consumer Sentinel Network Fraud Complaints by Company's Method of Contacting Consumers<sup>1</sup> *January 1 – December 31, 2013*



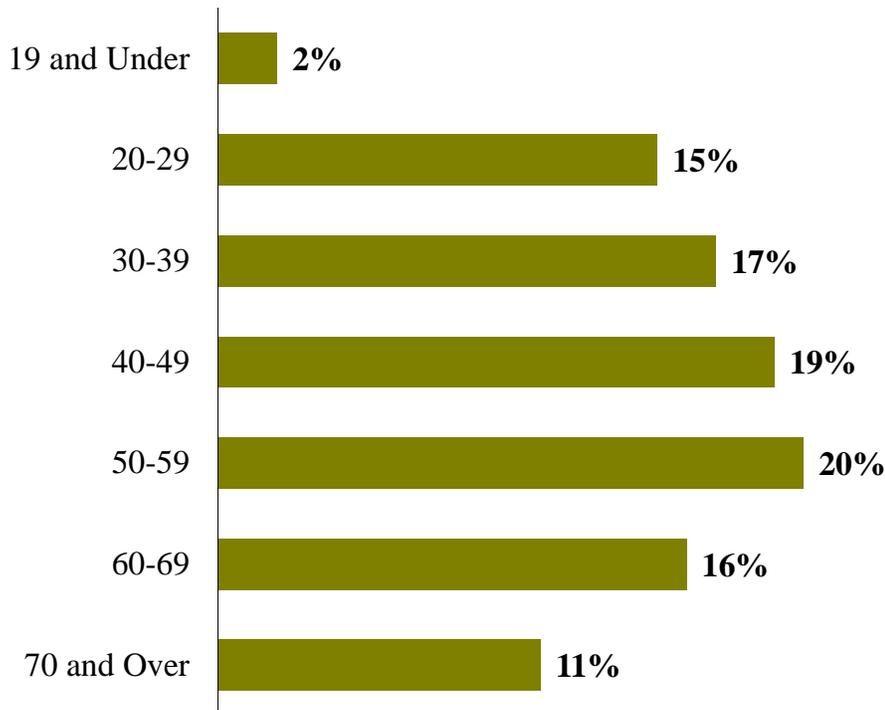
## Consumer Sentinel Network Fraud Complaints by Company's Method of Contacting Consumers *Calendar Years 2011 through 2013*

Contact Method	CY - 2011		CY - 2012		CY - 2013	
	Complaints	Percentages <sup>1</sup>	Complaints	Percentages <sup>1</sup>	Complaints	Percentages <sup>1</sup>
E-mail	260,028	42%	229,413	38%	183,200	33%
Mail	47,849	8%	52,821	9%	27,955	5%
Internet - Web Site\Others	79,475	13%	76,038	12%	82,150	15%
Phone	184,965	30%	208,271	34%	226,428	40%
Other	51,598	8%	44,874	7%	41,078	7%
Total Reporting Contact Method	623,915		611,417		560,811	

<sup>1</sup>Percentages are based on the total number of CSN fraud complaints for each calendar year where consumers reported the company's method of initial contact: CY-2011 = 623,915; CY-2012 = 611,417; and CY-2013 = 560,811. Of the total, 48% reported this information during CY-2013, 55% in CY-2012 and 60% for CY-2011.

## Consumer Sentinel Network Fraud Complaints by Consumer Age<sup>1</sup>

*January 1 – December 31, 2013*



## Consumer Sentinel Network Fraud Complaints by Consumer Age<sup>1</sup>

*Calendar Years 2011 through 2013*

Consumer Age	CY - 2011		CY - 2012		CY - 2013	
	Complaints	Percentages <sup>1</sup>	Complaints	Percentages <sup>1</sup>	Complaints	Percentages <sup>1</sup>
19 and Under	11,510	2%	10,520	2%	10,847	2%
20-29	74,413	15%	66,222	15%	67,692	15%
30-39	83,367	17%	74,764	16%	76,877	17%
40-49	97,278	20%	84,744	19%	86,213	19%
50-59	109,476	23%	103,215	23%	93,901	20%
60-69	71,708	15%	75,858	17%	73,769	16%
70 and Over	36,293	7%	40,300	9%	49,988	11%
Total Reporting Age	484,045		455,623		459,287	

<sup>1</sup>Percentages are based on the total number of consumers reporting their age for CSN fraud complaints each calendar year: CY-2011 = 484,045; CY-2012= 455,623; and CY-2013 = 459,287. Of the total, 39% of consumers reported this information during CY-2013, 41% in CY-2012, and 47% for CY-2011.



## Consumer Sentinel Network Top 10 Reported Company Countries for Fraud Complaints<sup>1</sup> *January 1 – December 31, 2013*

Rank	Company Country	Complaints	Percentages <sup>1</sup>
1	United States	944,630	88%
2	Canada	45,114	4%
3	United Kingdom	10,109	1%
4	Nigeria	9,708	1%
5	India	5,916	1%
6	China	5,574	1%
7	Jamaica	4,929	<1%
8	Mexico	4,293	<1%
9	Philippines	3,073	<1%
10	Ghana	2,508	<1%

<sup>1</sup>Percentages are based on the number of fraud complaints received by the FTC between January 1 and December 31, 2013 where consumers reported a company country name (1,071,001). Ninety-six percent of CSN fraud complaints received by the FTC during this time period reported the company country name.

Note: Company country names appear as reported by consumers and may not reflect where the company is actually located.

## Company’s Method of Contacting Consumers for Fraud Complaints Against Foreign Companies<sup>2</sup> *January 1 – December 31, 2013*

Contact Method	Complaints	Percentages <sup>2</sup>
E-mail	23,653	43%
Phone	11,191	21%
Internet - Web Site\Others	11,104	20%
Mail	5,101	9%
Other	3,503	6%

<sup>2</sup>Percentages are based on the 54,552 fraud complaints against foreign companies received by the FTC between January 1 and December 31, 2013, where consumers reported how companies initially contacted them. Complaints which reported a company country other than the United States were considered foreign for these figures.

# Consumer Sentinel Network Identity Theft Complaints

## How Victims' Information is Misused<sup>1</sup>

### *Calendar Years 2011 through 2013*

#### Government Documents or Benefits Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2011	CY-2012	CY-2013
Tax- or Wage-Related Fraud	24.3%	43.4%	30.0%
Government Benefits			
Applied For \ Received	1.5%	1.6%	2.3%
Other Government Documents			
Issued \ Forged	0.8%	0.8%	1.0%
Driver's License Issued \ Forged	0.8%	0.6%	0.6%
<b>Total</b>	<b>27.4%</b>	<b>46.4%</b>	<b>33.9%</b>

#### Credit Card Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2011	CY-2012	CY-2013
New Accounts	8.5%	8.9%	11.2%
Existing Account	5.8%	4.6%	5.7%
<b>Total</b>	<b>14.3%</b>	<b>13.5%</b>	<b>16.9%</b>

#### Phone or Utilities Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2011	CY-2012	CY-2013
Utilities - New Accounts	8.8%	6.2%	8.8%
Wireless - New Accounts	3.1%	2.5%	3.5%
Telephone - New Accounts	1.0%	0.6%	0.6%
Unauthorized Charges			
to Existing Accounts	0.5%	0.4%	0.6%
<b>Total</b>	<b>13.4%</b>	<b>9.7%</b>	<b>13.5%</b>

#### Bank Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2011	CY-2012	CY-2013
Electronic Fund Transfer	3.8%	3.0%	3.7%
New Accounts	2.6%	1.9%	2.2%
Existing Accounts	2.3%	1.5%	1.8%
<b>Total</b>	<b>8.7%</b>	<b>6.4%</b>	<b>7.7%</b>

#### Employment-Related Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2011	CY-2012	CY-2013
Employment-Related Fraud	<b>8.4%</b>	<b>5.4%</b>	<b>5.6%</b>

#### Loan Fraud

	Percentages	Percentages	Percentages
Theft Subtype	CY-2011	CY-2012	CY-2013
Business \ Personal \			
Student Loan	1.4%	1.3%	2.0%
Auto Loan \ Lease	0.9%	0.6%	1.1%
Real Estate Loan	0.8%	0.5%	0.8%
<b>Total</b>	<b>3.1%</b>	<b>2.4%</b>	<b>3.9%</b>

#### Other Identity Theft

	Percentages	Percentages	Percentages
Theft Subtype	CY-2011	CY-2012	CY-2013
Miscellaneous	8.5%	7.5%	8.7%
Uncertain	8.2%	6.1%	8.5%
Internet \ Email	1.6%	1.2%	1.7%
Data Breach	1.7%	1.1%	1.3%
Evading the Law	1.2%	0.8%	1.0%
Medical	1.0%	0.7%	0.9%
Apartment or House Rented	0.7%	0.4%	0.5%
Insurance	0.3%	0.2%	0.3%
Securities \ Other Investments	0.1%	0.1%	0.2%
Bankruptcy	0.1%	0.1%	0.1%
Property Rental Fraud	0.1%	0.1%	0.1%
Child Support	0.1%	0.1%	0.1%
Magazines	0.1%	0.1%	0.1%
<b>Total</b>	<b>23.7%</b>	<b>18.5%</b>	<b>23.5%</b>

#### Attempted Identity Theft

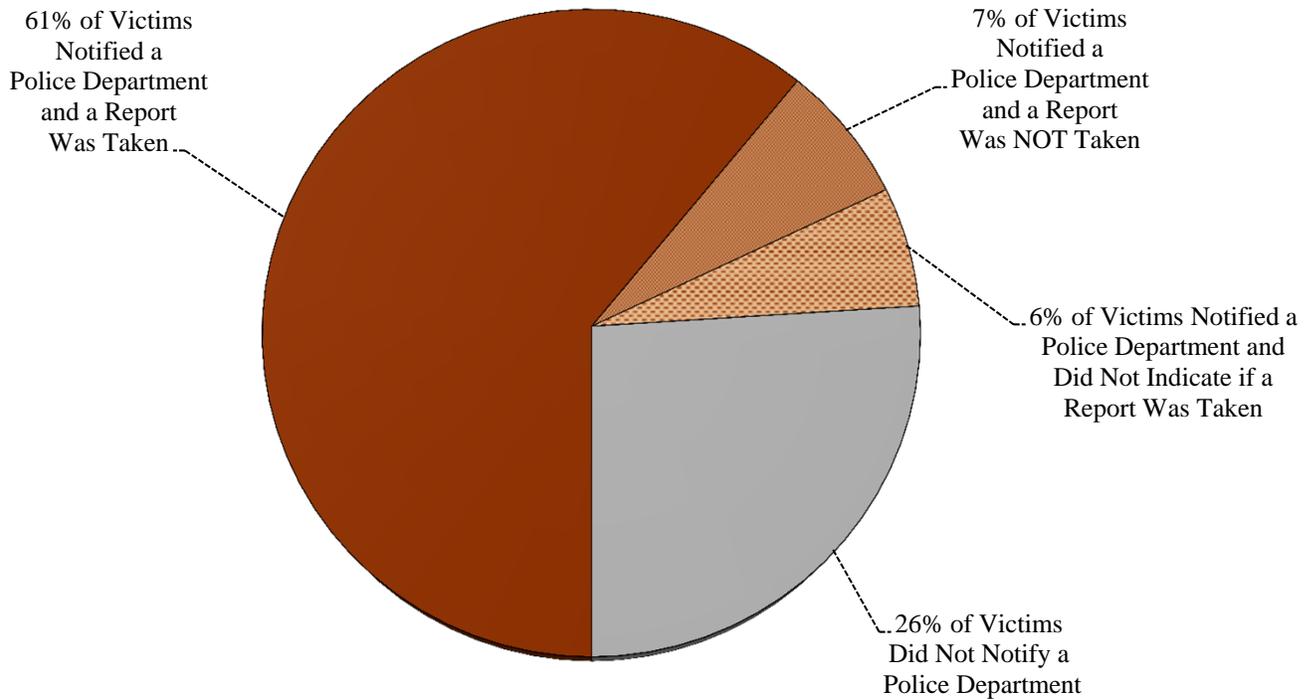
	Percentages	Percentages	Percentages
Theft Subtype	CY-2011	CY-2012	CY-2013
Attempted Identity Theft	<b>6.8%</b>	<b>6.6%</b>	<b>7.2%</b>

<sup>1</sup>Percentages are based on the total number of CSN identity theft complaints for each calendar year: CY-2011 = 279,216; CY-2012 = 369,145; and CY-2013 = 290,056. Note that 16% of identity theft complaints include more than one type of identity theft in CY-2013, 11% in CY-2012; and 13% in CY-2011.

# Consumer Sentinel Network Identity Theft Complaints

## Law Enforcement Contact<sup>1</sup>

*January 1 – December 31, 2013*



<sup>1</sup>Percentages are based on the total number of identity theft complaints where victims indicated whether they had notified a police department (112,053). Of identity theft victims who contacted the FTC directly, 41% reported law enforcement contact information.

## Law Enforcement Contact

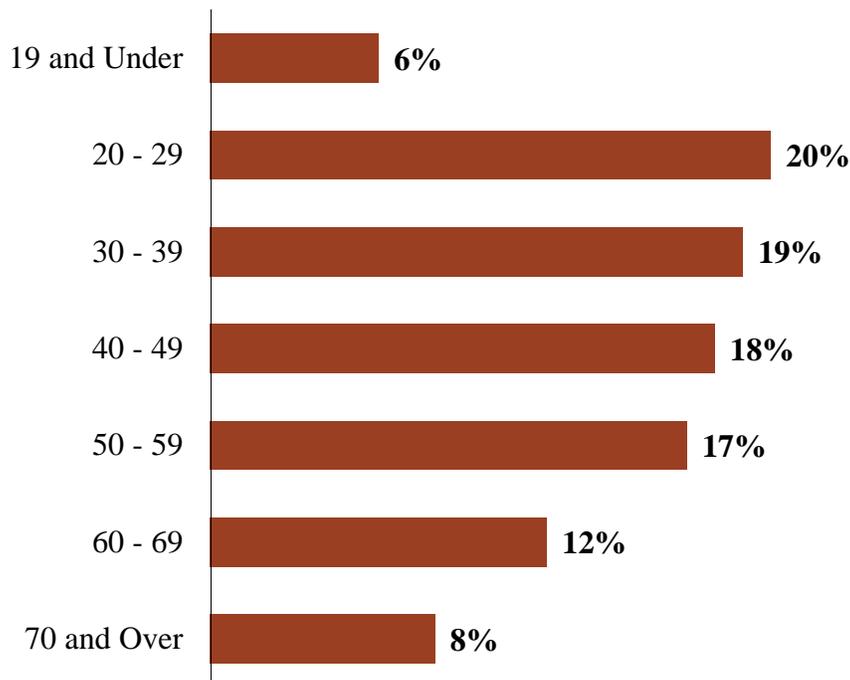
### *Calendar Years 2011 through 2013*

If the victim notified a police department, was a report taken?	CY-2011		CY-2012		CY-2013	
	Complaints	Percentages <sup>2</sup>	Complaints	Percentages <sup>2</sup>	Complaints	Percentages <sup>2</sup>
Yes	67,379	57%	80,421	54%	67,604	61%
No	7,620	7%	8,164	6%	7,977	7%
Not Reported	7,589	6%	12,110	8%	6,867	6%
<i>Total Who Notified a Police Department</i>	82,588	70%	100,695	68%	82,448	74%
<i>Total Who Did Not Notify a Police Department</i>	35,762	30%	47,021	32%	29,605	26%
Total Reporting Law Enforcement Contact Information	118,350		147,716		112,053	

<sup>2</sup>Percentages are based on the total number of identity theft complaints where victims indicated whether they had notified a police department: CY-2011 = 118,350; CY-2012 = 147,716; and CY-2013 = 112,053. Of identity theft victims who contacted the FTC directly, 41% reported law enforcement contact information in CY-2013, 42% in CY-2012 and 45% in CY-2011.

## Consumer Sentinel Network Identity Theft Complaints by Victims' Age<sup>1</sup>

*January 1 – December 31, 2013*



## Consumer Sentinel Network Identity Theft Complaints by Victims' Age

*Calendar Years 2011 through 2013*

Consumer Age	CY - 2011		CY - 2012		CY - 2013	
	Complaints	Percentages <sup>1</sup>	Complaints	Percentages <sup>1</sup>	Complaints	Percentages <sup>1</sup>
19 and Under	19,597	8%	16,072	6%	11,967	6%
20-29	56,653	23%	57,258	21%	39,335	20%
30-39	49,774	20%	52,408	19%	38,097	19%
40-49	45,035	18%	49,110	18%	35,517	18%
50-59	37,985	15%	45,209	17%	34,122	17%
60-69	23,066	9%	30,356	11%	24,362	12%
70 and Over	15,786	6%	21,909	8%	16,993	8%
Total Reporting Age	247,896		272,322		200,393	

<sup>1</sup>Percentages are based on the total number of victims reporting their age in CSN identity theft complaints for each calendar year: CY-2011 = 247,896; CY-2012 = 272,322; and CY-2013 = 200,393. Of the consumers who contacted the FTC, 69% reported their age in CY-2013, 74% in CY-2012 and 89% in CY-2011.



# Consumer Sentinel Network State Complaint Rates

January 1 – December 31, 2013

## Fraud & Other Complaints

Rank	Consumer State	Complaints Per 100,000	
		Population <sup>1</sup>	Complaints
1	Florida	804.9	157,383
2	Nevada	622.0	17,354
3	Georgia	621.7	62,121
4	Delaware	592.3	5,483
5	Michigan	579.6	57,358
6	Maryland	572.2	33,922
7	California	524.0	200,870
8	New Jersey	514.7	45,801
9	Arizona	508.8	33,714
10	Texas	504.2	133,345
11	Virginia	497.5	41,093
12	Colorado	494.3	26,039
13	New Hampshire	475.8	6,297
14	Washington	464.5	32,381
15	Massachusetts	448.7	30,029
16	New York	441.1	86,673
17	Pennsylvania	439.8	56,185
18	Ohio	438.7	50,765
19	Connecticut	437.3	15,724
20	Missouri	435.5	26,320
21	Tennessee	433.5	28,163
22	Oregon	428.2	16,827
23	North Carolina	423.0	41,654
24	Rhode Island	422.1	4,438
25	South Carolina	419.0	20,005
26	Louisiana	412.3	19,070
27	Alabama	402.3	19,447
28	New Mexico	397.6	8,292
29	Idaho	397.4	6,407
30	Illinois	388.8	50,080
31	Alaska	384.4	2,826
32	Wisconsin	380.8	21,869
33	Minnesota	380.2	20,610
34	Hawaii	377.9	5,306
35	West Virginia	377.1	6,993
35	Indiana	377.1	24,777
37	Kentucky	368.6	16,203
38	Wyoming	360.4	2,100
39	Kansas	359.0	10,390
40	Nebraska	355.3	6,638
41	Montana	352.2	3,575
42	Maine	351.4	4,668
43	Mississippi	350.6	10,486
44	Utah	345.4	10,020
45	Vermont	344.5	2,159
46	Arkansas	344.4	10,193
47	Oklahoma	343.0	13,206
48	Iowa	314.4	9,717
49	South Dakota	282.4	2,386
50	North Dakota	270.9	1,960

## Identity Theft Complaints

Rank	Victim State	Complaints Per 100,000	
		Population <sup>1</sup>	Complaints
1	Florida	192.9	37,720
2	Georgia	134.1	13,402
3	California	105.4	40,404
4	Michigan	97.1	9,606
4	Nevada	97.1	2,708
6	Maryland	95.5	5,660
7	Arizona	91.2	6,043
8	Texas	88.0	23,266
9	New York	86.9	17,072
10	Illinois	85.9	11,069
11	Delaware	81.1	751
12	New Jersey	80.6	7,176
13	Colorado	79.6	4,195
14	Alabama	74.7	3,610
14	Mississippi	74.7	2,233
16	Virginia	73.1	6,037
17	South Carolina	70.7	3,374
18	Pennsylvania	70.0	8,943
19	New Mexico	69.4	1,448
19	Connecticut	69.4	2,496
21	Louisiana	69.3	3,204
22	Tennessee	68.8	4,468
23	Washington	68.0	4,739
24	North Carolina	67.8	6,679
25	Missouri	67.0	4,052
26	Ohio	64.8	7,502
27	Massachusetts	63.3	4,237
27	Wisconsin	63.3	3,635
29	Arkansas	62.1	1,839
30	Kansas	61.6	1,783
31	West Virginia	60.6	1,124
31	Rhode Island	60.6	637
33	Oregon	60.3	2,370
34	Oklahoma	60.0	2,309
35	Indiana	58.5	3,845
36	Minnesota	53.8	2,917
37	Alaska	52.2	384
38	New Hampshire	51.9	687
39	Nebraska	51.6	965
40	Montana	50.1	509
40	Kentucky	50.1	2,201
42	Wyoming	49.6	289
43	Idaho	49.5	798
44	Utah	49.3	1,429
45	Vermont	43.7	274
46	Iowa	40.4	1,248
47	Maine	38.5	511
48	Hawaii	37.8	531
49	South Dakota	33.4	282
50	North Dakota	32.1	232

<sup>1</sup>Per 100,000 unit of population estimates are based on the 2013 U.S. Census population estimates (Table NST-EST2013-01 -- Annual Estimates of the Population for the United States, Regions, States, and Puerto Rico: April 1, 2010 to July 1, 2013 ). Numbers for the District of Columbia are: Fraud and Others = 4,996 complaints and 772.8 complaints per 100,000 population; Identity Theft = 956 victims and 147.9 victims per 100,000 population.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 16 state-specific data contributors' complaints (the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Michigan, Mississippi, Ohio, and Washington).



# Consumer Sentinel Network

## Largest Metropolitan Areas Ranking for Fraud and Other – Related Consumer Complaints<sup>1</sup>

*January 1 – December 31, 2013*

Rank	Metropolitan Area	Complaints Per	
		Complaints	100,000 Population
1	Homosassa Springs, FL Metropolitan Statistical Area	899	636.5
2	Prescott, AZ Metropolitan Statistical Area	1,311	621.2
3	Bellingham, WA Metropolitan Statistical Area	1,226	609.5
4	Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	33,019	585.8
5	Santa Fe, NM Metropolitan Statistical Area	806	559.1
6	Colorado Springs, CO Metropolitan Statistical Area	3,600	557.6
7	Jacksonville, FL Metropolitan Statistical Area	7,467	554.9
8	Sierra Vista-Douglas, AZ Metropolitan Statistical Area	714	543.6
9	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	10,583	542.4
10	Dover, DE Metropolitan Statistical Area	877	540.3
11	Weirton-Steubenville, WV-OH Metropolitan Statistical Area	655	526.3
12	Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	14,242	525.4
13	Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area	1,959	520.0
14	Denver-Aurora-Lakewood, CO Metropolitan Statistical Area	13,079	514.2
15	Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	21,550	514.0
16	Richmond, VA Metropolitan Statistical Area	6,197	513.0
17	Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	28,103	505.0
18	Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	2,953	500.3
19	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	13,820	496.5
20	Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area	1,169	495.6
21	Columbus, OH Metropolitan Statistical Area	9,351	491.6
22	Olympia-Tumwater, WA Metropolitan Statistical Area	1,236	490.0
23	Boulder, CO Metropolitan Statistical Area	1,442	489.5
24	Elizabethtown-Fort Knox, KY Metropolitan Statistical Area	723	487.4
25	Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	2,648	487.3
26	Bremerton-Silverdale, WA Metropolitan Statistical Area	1,219	485.4
27	Kingston, NY Metropolitan Statistical Area	879	481.7
28	San Diego-Carlsbad, CA Metropolitan Statistical Area	14,866	480.3
29	Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	25,389	480.2
30	Fayetteville, NC Metropolitan Statistical Area	1,754	478.7
30	North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	3,362	478.7
32	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	10,158	475.9
33	Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	2,127	473.7
34	Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	16,270	473.0
35	Port St. Lucie, FL Metropolitan Statistical Area	2,005	472.8
36	Spokane-Spokane Valley, WA Metropolitan Statistical Area	2,489	471.6
37	East Stroudsburg, PA Metropolitan Statistical Area	798	469.8
37	Killeen-Temple, TX Metropolitan Statistical Area	1,904	469.8
39	Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	7,854	468.4
40	Charleston-North Charleston, SC Metropolitan Statistical Area	3,097	466.0
41	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	29,924	465.7
42	Coeur d'Alene, ID Metropolitan Statistical Area	644	465.0
43	Cleveland-Elyria, OH Metropolitan Statistical Area	9,604	462.3
44	Mobile, AL Metropolitan Statistical Area	1,909	462.2
45	Vallejo-Fairfield, CA Metropolitan Statistical Area	1,894	458.2
46	Reno, NV Metropolitan Statistical Area	1,949	458.1
47	Concord, NH Metropolitan Statistical Area	660	450.7
48	Dayton, OH Metropolitan Statistical Area	3,592	449.4
49	Cape Coral-Fort Myers, FL Metropolitan Statistical Area	2,780	449.3
50	Harrisburg-Carlisle, PA Metropolitan Statistical Area	2,467	449.0

<sup>1</sup>Ranking is based on the number of fraud and other types of complaints per 100,000 inhabitants for each Metropolitan Area. This chart illustrates the top 50 Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. See fraud and other types of complaints figures for all Metropolitan Areas with a population of 100,000 or more in Appendix D1. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 16 state-specific data contributors' complaints (the Montana, North Carolina, and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Michigan, Mississippi, Ohio, and Washington).



# Consumer Sentinel Network

## Largest Metropolitan Areas Ranking for Identity Theft – Related Consumer Complaints<sup>1</sup>

*January 1 – December 31, 2013*

Rank	Metropolitan Area	Complaints	Complaints Per 100,000 Population
1	Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	18,941	340.4
2	Columbus, GA-AL Metropolitan Statistical Area	633	214.7
3	Naples-Immokalee-Marco Island, FL Metropolitan Statistical Area	688	214.0
4	Jonesboro, AR Metropolitan Statistical Area	231	190.9
5	Tallahassee, FL Metropolitan Statistical Area	659	179.4
6	Cape Coral-Fort Myers, FL Metropolitan Statistical Area	1,082	174.9
7	Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	9,022	170.7
8	Port St. Lucie, FL Metropolitan Statistical Area	695	163.9
9	Beckley, WV Metropolitan Statistical Area	201	160.9
10	Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	4,328	155.5
11	Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	3,193	149.6
12	Detroit-Warren-Dearborn, MI Metropolitan Statistical Area	6,138	142.9
13	Lakeland-Winter Haven, FL Metropolitan Statistical Area	844	140.2
14	Stockton-Lodi, CA Metropolitan Statistical Area	912	133.1
15	Montgomery, AL Metropolitan Statistical Area	495	132.2
16	Vallejo-Fairfield, CA Metropolitan Statistical Area	530	128.2
17	Jacksonville, FL Metropolitan Statistical Area	1,692	125.7
18	Memphis, TN-MS-AR Metropolitan Statistical Area	1,662	125.5
19	Valdosta, GA Metropolitan Statistical Area	175	125.4
20	Ocala, FL Metropolitan Statistical Area	414	125.0
21	Gainesville, FL Metropolitan Statistical Area	324	122.6
22	Sebastian-Vero Beach, FL Metropolitan Statistical Area	169	122.4
23	Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area	15,277	119.1
24	Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	702	118.9
25	Fresno, CA Metropolitan Statistical Area	1,100	118.2
26	Albany, GA Metropolitan Statistical Area	185	117.6
27	San Francisco-Oakland-Hayward, CA Metropolitan Statistical Area	5,064	116.8
28	North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	819	116.6
29	Bakersfield, CA Metropolitan Statistical Area	978	116.5
30	Macon, GA Metropolitan Statistical Area	270	116.2
31	Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	4,865	115.2
32	Savannah, GA Metropolitan Statistical Area	400	115.1
33	Punta Gorda, FL Metropolitan Statistical Area	184	115.0
34	Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	7,378	114.8
35	Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area	265	112.4
36	Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	605	111.3
37	Flint, MI Metropolitan Statistical Area	467	109.7
38	Lynchburg, VA Metropolitan Statistical Area	273	108.1
39	Jackson, MS Metropolitan Statistical Area	609	107.4
40	Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	5,991	106.3
41	Homosassa Springs, FL Metropolitan Statistical Area	149	105.5
42	Niles-Benton Harbor, MI Metropolitan Statistical Area	165	105.2
43	Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	6,198	104.7
44	Fayetteville, NC Metropolitan Statistical Area	377	102.9
45	Sacramento--Roseville--Arden-Arcade, CA Metropolitan Statistical Area	2,176	101.3
46	Modesto, CA Metropolitan Statistical Area	520	101.1
46	Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	4,238	101.1
48	Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	1,966	100.8
49	Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	9,499	100.4
50	Killeen-Temple, TX Metropolitan Statistical Area	403	99.4

<sup>1</sup>Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. This chart illustrates the top 50 Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. See identity theft figures for all Metropolitan Areas with a population of 100,000 or more in Appendix D2. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.



## Consumer Sentinel Network Military Complaints by Consumer Military Branch *January 1 – December 31, 2013*

<b>Military Branch</b>	<b>Complaints</b>	<b>Percentages<sup>1</sup></b>
U.S. Army	32,454	49%
U.S. Navy	13,765	21%
U.S. Air Force	12,369	19%
U.S. Marines	6,158	9%
U.S. Coast Guard	1,211	2%
<b>Total</b>	<b>65,957</b>	

<sup>1</sup>Percentages are based on the total number of CSN complaints from military consumers reporting their branch of service (65,957) between January 1 and December 31, 2013. Of the 72,964 military consumers, 90% reported this information during CY-2013.

### Consumer Sentinel Network Military Complaints by Consumer Military Status *January 1 – December 31, 2013*

<b>Military Status</b>	<b>Complaints</b>	<b>Percentages<sup>2</sup></b>
Active Duty Service Member	5,185	8%
Dependent Child\Other - DoD Civilian	832	1%
Dependent Child\Other - Service Member	2,398	4%
Dependent Spouse - DoD Civilian	2,459	4%
Dependent Spouse - Service Member	7,770	12%
DoD Civilian	538	1%
Inactive Reserve\National Guard	3,466	5%
Military Retiree\Veteran	44,281	66%
<b>Total</b>	<b>66,929</b>	

<sup>2</sup>Percentages are based on the total number of CSN complaints from military consumers reporting their military status (66,929) between January 1 and December 31, 2013. Of the 72,964 military consumers, 92% reported this information during CY-2013.

### Consumer Sentinel Network Military Complaints by Consumer Military Pay Grade *January 1 – December 31, 2013*

<b>Military Pay Grade</b>	<b>Complaints</b>	<b>Percentages<sup>3</sup></b>
DoD Civilian	1,138	4%
E1-E3	6,279	24%
E4	4,620	18%
E5-E6	7,802	30%
E7-E9	2,767	11%
O1-O3	1,457	6%
O4-O6	1,666	6%
O7 and Above	133	1%
W1-W5	330	1%
<b>Total</b>	<b>26,192</b>	

<sup>3</sup>Percentages are based on the total number of CSN complaints from military consumers reporting their pay grade (26,192) between January 1 and December 31, 2013. Of the 72,964 military consumers, 36% reported this information during CY-2013.



## Consumer Sentinel Network Military Complaints by Top Category *January 1 – December 31, 2013*

Rank	Category Description	Complaint	
		Count	Percentages <sup>1</sup>
1	Identity Theft	22,066	30%
2	Impostor Scams	12,530	17%
3	Debt Collection	6,598	9%
4	Banks and Lenders	4,391	6%
5	Prizes, Sweepstakes and Lotteries	2,811	4%
6	Shop-at-Home and Catalog Sales	1,448	2%
7	Foreign Money Offers and Counterfeit Check Scams	1,425	2%
8	Credit Bureaus, Information Furnishers and Report Users	1,311	2%
9	Auto-Related Complaints	1,296	2%
10	Internet Services	895	1%
11	Telephone and Mobile Services	880	1%
12	Health Care	871	1%
13	Credit Cards	783	1%
14	Grants	697	1%
15	Business and Job Opportunities	559	1%
16	Computer Equipment and Software	537	1%
17	Travel, Vacations and Timeshare Plans	537	1%
18	Home Repair, Improvement and Products	522	1%
19	Mortgage Foreclosure Relief and Debt Management	489	1%
20	Advance Payments for Credit Services	453	1%

<sup>1</sup>Percentages are based on the total number of CSN Military complaints (72,964) received between January 1 and December 31, 2013. Eighteen percent of these complaints were coded in the Other category.

### Top Categories for Complaints from Enlisted Military Consumers

*January 1 – December 31, 2013*

Rank	Category Description	Complaint	
		Count	Percentages <sup>2</sup>
1	Identity Theft	6,667	31%
2	Debt Collection	2,973	14%
3	Impostor Scams	2,327	11%
4	Banks and Lenders	2,145	10%
5	Credit Bureaus, Information Furnishers and Report Users	698	3%
6	Auto-Related Complaints	585	3%
7	Prizes, Sweepstakes and Lotteries	542	3%
8	Shop-at-Home and Catalog Sales	483	2%
9	Credit Cards	397	2%
10	Foreign Money Offers and Counterfeit Check Scams	340	2%

<sup>2</sup>Percentages are based on the total number of CSN complaints (21,468) from military consumers reporting an enlisted rank received between January 1 and December 31, 2013. Twelve percent of these complaints were coded in the Other category.

### Top Categories for Complaints from Officer Military Consumers

*January 1 – December 31, 2013*

Rank	Category Description	Complaint	
		Count	Percentages <sup>3</sup>
1	Identity Theft	1,049	29%
2	Banks and Lenders	386	11%
3	Debt Collection	363	10%
4	Impostor Scams	345	10%
5	Credit Bureaus, Information Furnishers and Report Users	169	5%
6	Shop-at-Home and Catalog Sales	109	3%
7	Credit Cards	100	3%
8	Internet Services	93	3%
9	Auto-Related Complaints	85	2%
10	Foreign Money Offers and Counterfeit Check Scams	69	2%

<sup>3</sup>Percentages are based on the total number of CSN complaints (3,586) from military consumers reporting an officer rank received between January 1 and December 31, 2013. Thirteen percent of these complaints were coded in the Other category.



## Consumer Sentinel Network - Military

### Identity Theft Complaints

### How Victims' Information is Misused

January 1 – December 31, 2013

Identity Theft Types \ Theft Subtypes	Complaints	Percentages <sup>1</sup>
<b>Government Documents or Benefits Fraud</b>		<b>40.8%</b>
Tax or Wage Related Fraud	7,654	34.7%
Government Benefits Applied For \ Received	850	3.9%
Other Government Documents Issued \ Forged	344	1.6%
Driver's License Issued or Forged	130	0.6%
<b>Credit Card Fraud</b>		<b>17.3%</b>
New Accounts	2,479	11.2%
Existing Account	1,350	6.1%
<b>Phone or Utilities Fraud</b>		<b>14.5%</b>
Utilities - New Accounts	2,220	10.1%
Wireless - New Accounts	704	3.2%
Telephone - New Accounts	128	0.6%
Unauthorized Charges to Existing Accounts	124	0.6%
<b>Bank Fraud</b>		<b>8.8%</b>
Electronic Fund Transfer	1,062	4.8%
New Accounts	487	2.2%
Existing Accounts	404	1.8%
<b>Loan Fraud</b>		<b>4.3%</b>
Business \ Personal \ Student Loan	524	2.4%
Auto Loan \ Lease	235	1.1%
Real Estate Loan	181	0.8%
<b>Employment</b>		<b>3.4%</b>
Employment-Related Fraud	742	3.4%
<b>Other Identity Theft</b>		<b>16.8%</b>
Uncertain	1,385	6.3%
Miscellaneous	694	3.1%
Internet or E-Mail	442	2.0%
Data Breach	364	1.6%
Medical	281	1.3%
Evading the Law	216	1.0%
Apartment or House Rented	113	0.5%
Insurance	82	0.4%
Securities \ Other Investments	47	0.2%
Property Rental Fraud	25	0.1%
Child Support	22	0.1%
Magazines	21	0.1%
Bankruptcy	10	<0.1%
<b>Attempted Identity Theft</b>		<b>8.4%</b>
Attempted Identity Theft	1,854	8.4%

<sup>1</sup>Percentages are based on the total number of Consumer Sentinel Network (CSN) Military identity theft complaints (22,066) received between January 1 and December 31, 2013. Note that 14% of CSN Military identity theft complaints included more than one type of identity theft.



# Consumer Sentinel Network Detailed State Complaint Information

(one page per State and the District of Columbia)

## Fraud & Other Complaints

- ▶ Top Fraud & Other Complaint Categories

## Identity Theft Complaints

- ▶ Identity Theft Types Reported by Victims



**ALABAMA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 23,057**

**Fraud and Other Complaints Count from Alabama Consumers = 19,447**

*Top 10 Fraud and Other Complaint Categories Reported by Alabama Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	2,136	11%
2	Impostor Scams	1,626	8%
3	Prizes, Sweepstakes and Lotteries	1,468	8%
4	Banks and Lenders	1,452	7%
5	Auto-Related Complaints	965	5%
6	Telephone and Mobile Services	950	5%
7	Television and Electronic Media	773	4%
8	Shop-at-Home and Catalog Sales	680	3%
9	Internet Services	513	3%
10	Business and Job Opportunities	418	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Alabama consumers (19,447).

**Identity Theft Complaints Count from Alabama Victims = 3,610**

*Identity Theft Types Reported by Alabama Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	1,606	44%
2	Phone or Utilities Fraud	453	13%
3	Credit Card Fraud	396	11%
4	Bank Fraud	226	6%
5	Loan Fraud	151	4%
6	Employment-Related Fraud	138	4%
	Other	707	20%
	Attempted Identity Theft	192	5%

<sup>1</sup>Percentages are based on the 3,610 victims reporting from Alabama. Note that CSN identity theft complaints may be coded under multiple theft types.



**ALASKA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 3,210**

**Fraud and Other Complaints Count from Alaska Consumers = 2,826**

*Top 10 Fraud and Other Complaint Categories Reported by Alaska Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	244	9%
2	Impostor Scams	184	7%
3	Banks and Lenders	182	6%
4	Prizes, Sweepstakes and Lotteries	179	6%
5	Auto-Related Complaints	145	5%
6	Shop-at-Home and Catalog Sales	131	5%
7	Health Care	95	3%
8	Internet Services	90	3%
9	Telephone and Mobile Services	78	3%
10	Credit Bureaus, Information Furnishers and Report Users	73	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Alaska consumers (2,826).

**Identity Theft Complaints Count from Alaska Victims = 384**

*Identity Theft Types Reported by Alaska Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	117	30%
2	Credit Card Fraud	58	15%
3	Phone or Utilities Fraud	52	14%
4	Bank Fraud	29	8%
5	Employment-Related Fraud	18	5%
6	Loan Fraud	14	4%
	Other	107	28%
	Attempted Identity Theft	27	7%

<sup>1</sup>Percentages are based on the 384 victims reporting from Alaska. Note that CSN identity theft complaints may be coded under multiple theft types.

**ARIZONA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 39,757**

**Fraud and Other Complaints Count from Arizona Consumers = 33,714**

*Top 10 Fraud and Other Complaint Categories Reported by Arizona Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	3,278	10%
2	Debt Collection	3,207	10%
3	Impostor Scams	2,579	8%
4	Auto-Related Complaints	1,993	6%
5	Telephone and Mobile Services	1,676	5%
6	Prizes, Sweepstakes and Lotteries	1,367	4%
7	Television and Electronic Media	1,254	4%
8	Shop-at-Home and Catalog Sales	1,091	3%
9	Internet Services	1,041	3%
10	Health Care	920	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Arizona consumers (33,714).

**Identity Theft Complaints Count from Arizona Victims = 6,043**

*Identity Theft Types Reported by Arizona Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	1,431	24%
2	Employment-Related Fraud	930	15%
3	Credit Card Fraud	875	14%
4	Phone or Utilities Fraud	653	11%
5	Bank Fraud	490	8%
6	Loan Fraud	246	4%
	Other	1,608	27%
	Attempted Identity Theft	407	7%

<sup>1</sup>Percentages are based on the 6,043 victims reporting from Arizona. Note that CSN identity theft complaints may be coded under multiple theft types.



**ARKANSAS**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 12,032**

**Fraud and Other Complaints Count from Arkansas Consumers = 10,193**

*Top 10 Fraud and Other Complaint Categories Reported by Arkansas Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Prizes, Sweepstakes and Lotteries	1,073	11%
2	Debt Collection	933	9%
3	Impostor Scams	906	9%
4	Banks and Lenders	656	6%
5	Auto-Related Complaints	513	5%
6	Telephone and Mobile Services	479	5%
7	Shop-at-Home and Catalog Sales	366	4%
8	Television and Electronic Media	365	4%
9	Internet Services	264	3%
10	Foreign Money Offers and Counterfeit Check Scams	243	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Arkansas consumers (10,193).

**Identity Theft Complaints Count from Arkansas Victims = 1,839**

*Identity Theft Types Reported by Arkansas Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	700	38%
2	Phone or Utilities Fraud	291	16%
3	Credit Card Fraud	213	12%
4	Bank Fraud	139	8%
5	Employment-Related Fraud	86	5%
6	Loan Fraud	52	3%
	Other	400	22%
	Attempted Identity Theft	105	6%

<sup>1</sup>Percentages are based on the 1,839 victims reporting from Arkansas. Note that CSN identity theft complaints may be coded under multiple theft types.



**CALIFORNIA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 241,274**

**Fraud and Other Complaints Count from California Consumers = 200,870**

*Top 10 Fraud and Other Complaint Categories Reported by California Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	26,788	13%
2	Banks and Lenders	19,941	10%
3	Telephone and Mobile Services	16,965	8%
4	Impostor Scams	10,015	5%
5	Auto-Related Complaints	7,617	4%
6	Shop-at-Home and Catalog Sales	5,869	3%
7	Internet Services	5,599	3%
8	Television and Electronic Media	5,066	3%
9	Prizes, Sweepstakes and Lotteries	4,747	2%
10	Credit Cards	4,166	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from California consumers (200,870).

Note: These figures exclude complaints provided by the California Office of Attorney General.

**Identity Theft Complaints Count from California Victims = 40,404**

*Identity Theft Types Reported by California Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	9,492	23%
2	Credit Card Fraud	9,251	23%
3	Phone or Utilities Fraud	4,922	12%
4	Bank Fraud	3,356	8%
5	Employment-Related Fraud	3,223	8%
6	Loan Fraud	1,400	3%
	Other	10,091	25%
	Attempted Identity Theft	3,497	9%

<sup>1</sup>Percentages are based on the 40,404 victims reporting from California. Note that CSN identity theft complaints may be coded under multiple theft types.



**COLORADO**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 30,234**

**Fraud and Other Complaints Count from Colorado Consumers = 26,039**

*Top 10 Fraud and Other Complaint Categories Reported by Colorado Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	2,521	10%
2	Debt Collection	2,244	9%
3	Impostor Scams	1,848	7%
4	Auto-Related Complaints	1,614	6%
5	Television and Electronic Media	1,303	5%
6	Telephone and Mobile Services	1,280	5%
7	Shop-at-Home and Catalog Sales	1,037	4%
8	Internet Services	1,003	4%
9	Prizes Sweepstakes and Lotteries	833	3%
10	Health Care	695	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Colorado consumers (26,039).

Note: These figures exclude complaints provided by the Colorado Office of Attorney General.

**Identity Theft Complaints Count from Colorado Victims = 4,195**

*Identity Theft Types Reported by Colorado Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	1,036	25%
2	Credit Card Fraud	636	15%
3	Employment-Related Fraud	478	11%
4	Phone or Utilities Fraud	458	11%
5	Bank Fraud	308	7%
6	Loan Fraud	120	3%
	Other	1,153	27%
	Attempted Identity Theft	358	9%

<sup>1</sup>Percentages are based on the 4,195 victims reporting from Colorado. Note that CSN identity theft complaints may be coded under multiple theft types.



**CONNECTICUT**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 18,220**

**Fraud and Other Complaints Count from Connecticut Consumers = 15,724**

*Top 10 Fraud and Other Complaint Categories Reported by Connecticut Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	1,668	11%
2	Debt Collection	1,490	9%
3	Auto-Related Complaints	1,238	8%
4	Impostor Scams	1,204	8%
5	Telephone and Mobile Services	884	6%
6	Shop-at-Home and Catalog Sales	552	4%
7	Health Care	537	3%
8	Internet Services	464	3%
9	Television and Electronic Media	431	3%
10	Credit Cards	407	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Connecticut consumers (15,724).

**Identity Theft Complaints Count from Connecticut Victims = 2,496**

*Identity Theft Types Reported by Connecticut Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	806	32%
2	Credit Card Fraud	430	17%
3	Phone or Utilities Fraud	328	13%
4	Bank Fraud	176	7%
5	Employment-Related Fraud	110	4%
6	Loan Fraud	58	2%
	Other	606	24%
	Attempted Identity Theft	220	9%

<sup>1</sup>Percentages are based on the 2,496 victims reporting from Connecticut. Note that CSN identity theft complaints may be coded under multiple theft types.



**DELAWARE**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 6,234**

**Fraud and Other Complaints Count from Delaware Consumers = 5,483**

*Top 10 Fraud and Other Complaint Categories Reported by Delaware Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	733	13%
2	Banks and Lenders	722	13%
3	Impostor Scams	353	6%
4	Auto-Related Complaints	293	5%
5	Telephone and Mobile Services	267	5%
6	Shop-at-Home and Catalog Sales	199	4%
7	Prizes, Sweepstakes and Lotteries	192	4%
8	Television and Electronic Media	181	3%
9	Credit Cards	154	3%
10	Health Care	145	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Delaware consumers (5,483).

**Identity Theft Complaints Count from Delaware Victims = 751**

*Identity Theft Types Reported by Delaware Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	221	29%
2	Phone or Utilities Fraud	137	18%
3	Credit Card Fraud	126	17%
4	Bank Fraud	49	7%
5	Employment-Related Fraud	38	5%
6	Loan Fraud	28	4%
	Other	181	24%
	Attempted Identity Theft	47	6%

<sup>1</sup>Percentages are based on the 751 victims reporting from Delaware. Note that CSN identity theft complaints may be coded under multiple theft types.



**DISTRICT OF COLUMBIA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,952**

**Fraud and Other Complaints Count from District of Columbia Consumers = 4,996**

*Top 10 Fraud and Other Complaint Categories Reported by District of Columbia Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	696	14%
2	Debt Collection	582	12%
3	Telephone and Mobile Services	268	5%
4	Impostor Scams	260	5%
5	Credit Bureaus, Information Furnishers and Report Users	197	4%
6	Auto-Related Complaints	191	4%
7	Credit Cards	177	4%
8	Internet Services	164	3%
9	Television and Electronic Media	157	3%
10	Shop-at-Home and Catalog Sales	153	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from District of Columbia consumers (4,996).

**Identity Theft Complaints Count from District of Columbia Victims = 956**

*Identity Theft Types Reported by District of Columbia Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	309	32%
2	Credit Card Fraud	144	15%
3	Phone or Utilities Fraud	137	14%
4	Bank Fraud	66	7%
5	Loan Fraud	44	5%
6	Employment-Related Fraud	37	4%
	Other	250	26%
	Attempted Identity Theft	71	7%

<sup>1</sup>Percentages are based on the 956 victims reporting from District of Columbia. Note that CSN identity theft complaints may be coded under multiple theft types.



**FLORIDA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 195,103**

**Fraud and Other Complaints Count from Florida Consumers = 157,383**

*Top 10 Fraud and Other Complaint Categories Reported by Florida Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	28,212	18%
2	Telephone and Mobile Services	15,707	10%
3	Banks and Lenders	12,703	8%
4	Impostor Scams	6,437	4%
5	Auto-Related Complaints	5,872	4%
6	Prizes, Sweepstakes and Lotteries	3,698	2%
7	Television and Electronic Media	3,508	2%
8	Shop-at-Home and Catalog Sales	3,322	2%
9	Internet Services	2,980	2%
10	Credit Cards	2,647	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Florida consumers (157,383).

**Identity Theft Complaints Count from Florida Victims = 37,720**

*Identity Theft Types Reported by Florida Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	20,781	55%
2	Credit Card Fraud	4,503	12%
3	Phone or Utilities Fraud	2,640	7%
4	Bank Fraud	2,292	6%
5	Employment-Related Fraud	841	2%
6	Loan Fraud	767	2%
	Other	6,475	17%
	Attempted Identity Theft	2,491	7%

<sup>1</sup>Percentages are based on the 37,720 victims reporting from Florida. Note that CSN identity theft complaints may be coded under multiple theft types.



**GEORGIA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 75,523**

**Fraud and Other Complaints Count from Georgia Consumers = 62,121**

*Top 10 Fraud and Other Complaint Categories Reported by Georgia Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	9,212	15%
2	Banks and Lenders	6,658	11%
3	Telephone and Mobile Services	5,650	9%
4	Auto-Related Complaints	3,114	5%
5	Impostor Scams	2,779	4%
6	Television and Electronic Media	2,113	3%
7	Prizes, Sweepstakes and Lotteries	1,625	3%
8	Shop-at-Home and Catalog Sales	1,529	2%
9	Internet Services	1,426	2%
10	Health Care	1,252	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Georgia consumers (62,121).

**Identity Theft Complaints Count from Georgia Victims = 13,402**

*Identity Theft Types Reported by Georgia Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	6,873	51%
2	Credit Card Fraud	1,519	11%
3	Phone or Utilities Fraud	1,445	11%
4	Bank Fraud	739	6%
5	Loan Fraud	464	3%
6	Employment-Related Fraud	354	3%
	Other	2,442	18%
	Attempted Identity Theft	659	5%

<sup>1</sup>Percentages are based on the 13,402 victims reporting from Georgia. Note that CSN identity theft complaints may be coded under multiple theft types.



**HAWAII**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,837**

**Fraud and Other Complaints Count from Hawaii Consumers = 5,306**

*Top 10 Fraud and Other Complaint Categories Reported by Hawaii Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	480	9%
2	Prizes, Sweepstakes and Lotteries	474	9%
3	Debt Collection	385	7%
4	Impostor Scams	337	6%
5	Telephone and Mobile Services	305	6%
6	Shop-at-Home and Catalog Sales	247	5%
7	Auto-Related Complaints	224	4%
8	Internet Services	218	4%
9	Health Care	125	2%
10	Real Estate	117	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Hawaii consumers (5,306).

**Identity Theft Complaints Count from Hawaii Victims = 531**

*Identity Theft Types Reported by Hawaii Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Credit Card Fraud	116	22%
2	Government Documents or Benefits Fraud	105	20%
3	Phone or Utilities Fraud	45	8%
4	Bank Fraud	40	8%
5	Loan Fraud	14	3%
6	Employment-Related Fraud	8	2%
	Other	159	30%
	Attempted Identity Theft	70	13%

<sup>1</sup>Percentages are based on the 531 victims reporting from Hawaii. Note that CSN identity theft complaints may be coded under multiple theft types.

**IDAHO**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 7,205**

**Fraud and Other Complaints Count from Idaho Consumers = 6,407**

*Top 10 Fraud and Other Complaint Categories Reported by Idaho Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	702	11%
2	Banks and Lenders	497	8%
3	Impostor Scams	447	7%
4	Auto-Related Complaints	367	6%
5	Telephone and Mobile Services	318	5%
6	Prizes, Sweepstakes and Lotteries	282	4%
7	Television and Electronic Media	260	4%
8	Shop-at-Home and Catalog Sales	250	4%
9	Internet Services	248	4%
10	Health Care	217	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Idaho consumers (6,407).

Note: These figures exclude complaints provided by the Idaho Office of Attorney General.

**Identity Theft Complaints Count from Idaho Victims = 798**

*Identity Theft Types Reported by Idaho Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	227	28%
2	Credit Card Fraud	112	14%
3	Phone or Utilities Fraud	109	14%
4	Bank Fraud	61	8%
5	Employment-Related Fraud	50	6%
6	Loan Fraud	20	3%
	Other	238	30%
	Attempted Identity Theft	63	8%

<sup>1</sup>Percentages are based on the 798 victims reporting from Idaho. Note that CSN identity theft complaints may be coded under multiple theft types.



**ILLINOIS**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 61,149**

**Fraud and Other Complaints Count from Illinois Consumers = 50,080**

*Top 10 Fraud and Other Complaint Categories Reported by Illinois Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	5,580	11%
2	Debt Collection	4,835	10%
3	Telephone and Mobile Services	3,829	8%
4	Auto-Related Complaints	2,657	5%
5	Impostor Scams	2,594	5%
6	Television and Electronic Media	2,142	4%
7	Shop-at-Home and Catalog Sales	2,065	4%
8	Internet Services	1,873	4%
9	Prizes, Sweepstakes and Lotteries	1,773	4%
10	Health Care	1,428	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Illinois consumers (50,080).

**Identity Theft Complaints Count from Illinois Victims = 11,069**

*Identity Theft Types Reported by Illinois Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	3,379	31%
2	Phone or Utilities Fraud	1,887	17%
3	Credit Card Fraud	1,706	15%
4	Bank Fraud	891	8%
5	Employment-Related Fraud	576	5%
6	Loan Fraud	422	4%
	Other	2,546	23%
	Attempted Identity Theft	847	8%

<sup>1</sup>Percentages are based on the 11,069 victims reporting from Illinois. Note that CSN identity theft complaints may be coded under multiple theft types.



**INDIANA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 28,622**

**Fraud and Other Complaints Count from Indiana Consumers = 24,777**

*Top 10 Fraud and Other Complaint Categories Reported by Indiana Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Impostor Scams	2,403	10%
2	Debt Collection	2,387	10%
3	Banks and Lenders	1,948	8%
4	Prizes, Sweepstakes and Lotteries	1,499	6%
5	Telephone and Mobile Services	1,353	5%
6	Auto-Related Complaints	1,339	5%
7	Television and Electronic Media	1,072	4%
8	Shop-at-Home and Catalog Sales	978	4%
9	Internet Services	742	3%
10	Health Care	647	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Indiana consumers (24,777).

Note: These figures exclude complaints provided by the Indiana Office of Attorney General.

**Identity Theft Complaints Count from Indiana Victims = 3,845**

*Identity Theft Types Reported by Indiana Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	1,114	29%
2	Phone or Utilities Fraud	690	18%
3	Credit Card Fraud	589	15%
4	Bank Fraud	326	8%
5	Employment-Related Fraud	165	4%
6	Loan Fraud	139	4%
	Other	879	23%
	Attempted Identity Theft	303	8%

<sup>1</sup>Percentages are based on the 3,845 victims reporting from Indiana. Note that CSN identity theft complaints may be coded under multiple theft types.



**IOWA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 10,965**

**Fraud and Other Complaints Count from Iowa Consumers = 9,717**

*Top 10 Fraud and Other Complaint Categories Reported by Iowa Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	888	9%
2	Telephone and Mobile Services	801	8%
3	Impostor Scams	761	8%
4	Banks and Lenders	625	6%
5	Auto-Related Complaints	446	5%
6	Prizes, Sweepstakes and Lotteries	441	5%
7	Television and Electronic Media	439	5%
8	Shop-at-Home and Catalog Sales	418	4%
9	Internet Services	326	3%
10	Internet Auction	308	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Iowa consumers (9,717).

Note: These figures exclude complaints provided by the Iowa Office of Attorney General.

**Identity Theft Complaints Count from Iowa Victims = 1,248**

*Identity Theft Types Reported by Iowa Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	326	26%
2	Credit Card Fraud	230	18%
3	Phone or Utilities Fraud	162	13%
4	Bank Fraud	90	7%
5	Employment-Related Fraud	63	5%
6	Loan Fraud	45	4%
	Other	333	27%
	Attempted Identity Theft	110	9%

<sup>1</sup>Percentages are based on the 1,248 victims reporting from Iowa. Note that CSN identity theft complaints may be coded under multiple theft types.



# KANSAS

## Consumer Sentinel Network Complaint Figures

January 1 - December 31, 2013

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 12,173**

### Fraud and Other Complaints Count from Kansas Consumers = 10,390

#### *Top 10 Fraud and Other Complaint Categories Reported by Kansas Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	1,100	11%
2	Impostor Scams	945	9%
3	Banks and Lenders	709	7%
4	Telephone and Mobile Services	568	5%
5	Auto-Related Complaints	547	5%
6	Prizes, Sweepstakes and Lotteries	521	5%
7	Shop-at-Home and Catalog Sales	413	4%
8	Internet Services	329	3%
9	Television and Electronic Media	298	3%
10	Health Care	247	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Kansas consumers (10,390).

### Identity Theft Complaints Count from Kansas Victims = 1,783

#### *Identity Theft Types Reported by Kansas Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	527	30%
2	Credit Card Fraud	333	19%
3	Phone or Utilities Fraud	242	14%
4	Bank Fraud	151	8%
5	Employment-Related Fraud	89	5%
6	Loan Fraud	74	4%
	Other	410	23%
	Attempted Identity Theft	139	8%

<sup>1</sup>Percentages are based on the 1,783 victims reporting from Kansas. Note that CSN identity theft complaints may be coded under multiple theft types.



**KENTUCKY**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 18,404**

**Fraud and Other Complaints Count from Kentucky Consumers = 16,203**

*Top 10 Fraud and Other Complaint Categories Reported by Kentucky Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	1,717	11%
2	Banks and Lenders	1,330	8%
3	Auto-Related Complaints	1,104	7%
4	Impostor Scams	1,101	7%
5	Prizes, Sweepstakes and Lotteries	897	6%
6	Telephone and Mobile Services	873	5%
7	Television and Electronic Media	704	4%
8	Shop-at-Home and Catalog Sales	674	4%
9	Internet Services	507	3%
10	Health Care	411	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Kentucky consumers (16,203).

**Identity Theft Complaints Count from Kentucky Victims = 2,201**

*Identity Theft Types Reported by Kentucky Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	813	37%
2	Credit Card Fraud	323	15%
3	Phone or Utilities Fraud	282	13%
4	Bank Fraud	167	8%
5	Employment-Related Fraud	70	3%
6	Loan Fraud	56	3%
	Other	492	22%
	Attempted Identity Theft	156	7%

<sup>1</sup>Percentages are based on the 2,201 victims reporting from Kentucky. Note that CSN identity theft complaints may be coded under multiple theft types.



**LOUISIANA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 22,274**

**Fraud and Other Complaints Count from Louisiana Consumers = 19,070**

*Top 10 Fraud and Other Complaint Categories Reported by Louisiana Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	2,379	12%
2	Impostor Scams	1,447	8%
3	Banks and Lenders	1,396	7%
4	Prizes, Sweepstakes and Lotteries	1,313	7%
5	Telephone and Mobile Services	1,169	6%
6	Auto-Related Complaints	962	5%
7	Shop-at-Home and Catalog Sales	638	3%
8	Credit Bureaus, Information Furnishers and Report Users	581	3%
9	Television and Electronic Media	570	3%
10	Internet Auction	413	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Louisiana consumers (19,070).  
 Note: These figures exclude complaints provided by the Louisiana Office of Attorney General.

**Identity Theft Complaints Count from Louisiana Victims = 3,204**

*Identity Theft Types Reported by Louisiana Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	1,473	46%
2	Phone or Utilities Fraud	365	11%
3	Credit Card Fraud	363	11%
4	Bank Fraud	218	7%
5	Loan Fraud	153	5%
6	Employment-Related Fraud	123	4%
	Other	613	19%
	Attempted Identity Theft	168	5%

<sup>1</sup>Percentages are based on the 3,204 victims reporting from Louisiana. Note that CSN identity theft complaints may be coded under multiple theft types.



**MAINE**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,179**

**Fraud and Other Complaints Count from Maine Consumers = 4,668**

*Top 10 Fraud and Other Complaint Categories Reported by Maine Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	447	10%
2	Impostor Scams	400	9%
3	Debt Collection	373	8%
4	Telephone and Mobile Services	330	7%
5	Shop-at-Home and Catalog Sales	216	5%
6	Internet Services	210	4%
7	Prizes, Sweepstakes and Lotteries	204	4%
8	Auto-Related Complaints	185	4%
9	Television and Electronic Media	181	4%
10	Credit Cards	160	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Maine consumers (4,668).  
 Note: These figures exclude complaints provided by the Maine Office of Attorney General.

**Identity Theft Complaints Count from Maine Victims = 511**

*Identity Theft Types Reported by Maine Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	194	38%
2	Credit Card Fraud	72	14%
3	Phone or Utilities Fraud	62	12%
4	Bank Fraud	33	6%
5	Loan Fraud	16	3%
6	Employment-Related Fraud	7	1%
	Other	113	22%
	Attempted Identity Theft	36	7%

<sup>1</sup>Percentages are based on the 511 victims reporting from Maine. Note that CSN identity theft complaints may be coded under multiple theft types.



**MARYLAND**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 39,582**

**Fraud and Other Complaints Count from Maryland Consumers = 33,922**

*Top 10 Fraud and Other Complaint Categories Reported by Maryland Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	4,648	14%
2	Debt Collection	3,369	10%
3	Impostor Scams	2,173	6%
4	Auto-Related Complaints	1,793	5%
5	Telephone and Mobile Services	1,554	5%
6	Prizes, Sweepstakes and Lotteries	1,209	4%
7	Shop-at-Home and Catalog Sales	1,203	4%
8	Television and Electronic Media	1,076	3%
9	Credit Cards	1,075	3%
10	Internet Services	998	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Maryland consumers (33,922).

**Identity Theft Complaints Count from Maryland Victims = 5,660**

*Identity Theft Types Reported by Maryland Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	1,656	29%
2	Credit Card Fraud	1,087	19%
3	Phone or Utilities Fraud	749	13%
4	Bank Fraud	482	9%
5	Loan Fraud	248	4%
6	Employment-Related Fraud	216	4%
	Other	1,344	24%
	Attempted Identity Theft	477	8%

<sup>1</sup>Percentages are based on the 5,660 victims reporting from Maryland. Note that CSN identity theft complaints may be coded under multiple theft types.



**MASSACHUSETTS**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 34,266**

**Fraud and Other Complaints Count from Massachusetts Consumers = 30,029**

*Top 10 Fraud and Other Complaint Categories Reported by Massachusetts Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	2,835	9%
2	Debt Collection	2,554	9%
3	Impostor Scams	2,271	8%
4	Telephone and Mobile Services	2,252	7%
5	Auto-Related Complaints	1,404	5%
6	Shop-at-Home and Catalog Sales	1,160	4%
7	Internet Services	962	3%
8	Prizes, Sweepstakes and Lotteries	948	3%
9	Television and Electronic Media	803	3%
10	Health Care	778	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Massachusetts consumers (30,029).

**Identity Theft Complaints Count from Massachusetts Victims = 4,237**

*Identity Theft Types Reported by Massachusetts Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	1,366	32%
2	Credit Card Fraud	804	19%
3	Phone or Utilities Fraud	572	14%
4	Bank Fraud	279	7%
5	Employment-Related Fraud	196	5%
6	Loan Fraud	90	2%
	Other	1,012	24%
	Attempted Identity Theft	335	8%

<sup>1</sup>Percentages are based on the 4,237 victims reporting from Massachusetts. Note that CSN identity theft complaints may be coded under multiple theft types.



**MICHIGAN**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 66,964**

**Fraud and Other Complaints Count from Michigan Consumers = 57,358**

*Top 10 Fraud and Other Complaint Categories Reported by Michigan Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	9,229	16%
2	Telephone and Mobile Services	6,644	12%
3	Banks and Lenders	4,363	8%
4	Impostor Scams	2,899	5%
5	Shop-at-Home and Catalog Sales	1,677	3%
6	Television and Electronic Media	1,627	3%
7	Prizes, Sweepstakes and Lotteries	1,622	3%
8	Auto-Related Complaints	1,547	3%
9	Internet Services	1,150	2%
10	Health Care	933	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Michigan consumers (57,358).

Note: These figures exclude complaints provided by the Michigan Office of Attorney General.

**Identity Theft Complaints Count from Michigan Victims = 9,606**

*Identity Theft Types Reported by Michigan Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	3,864	40%
2	Phone or Utilities Fraud	1,792	19%
3	Credit Card Fraud	1,271	13%
4	Bank Fraud	585	6%
5	Loan Fraud	354	4%
6	Employment-Related Fraud	323	3%
	Other	1,639	17%
	Attempted Identity Theft	609	6%

<sup>1</sup>Percentages are based on the 9,606 victims reporting from Michigan. Note that CSN identity theft complaints may be coded under multiple theft types.



**MINNESOTA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 23,527**

**Fraud and Other Complaints Count from Minnesota Consumers = 20,610**

*Top 10 Fraud and Other Complaint Categories Reported by Minnesota Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	2,040	10%
2	Debt Collection	1,689	8%
3	Impostor Scams	1,574	8%
4	Telephone and Mobile Services	1,273	6%
5	Television and Electronic Media	1,073	5%
6	Auto-Related Complaints	1,009	5%
7	Health Care	860	4%
8	Shop-at-Home and Catalog Sales	833	4%
9	Internet Services	781	4%
10	Prizes, Sweepstakes and Lotteries	627	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Minnesota consumers (20,610).

**Identity Theft Complaints Count from Minnesota Victims = 2,917**

*Identity Theft Types Reported by Minnesota Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	709	24%
2	Credit Card Fraud	509	17%
3	Phone or Utilities Fraud	312	11%
4	Bank Fraud	214	7%
5	Employment-Related Fraud	131	4%
6	Loan Fraud	83	3%
	Other	954	33%
	Attempted Identity Theft	254	9%

<sup>1</sup>Percentages are based on the 2,917 victims reporting from Minnesota. Note that CSN identity theft complaints may be coded under multiple theft types.



**MISSISSIPPI**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 12,719**

**Fraud and Other Complaints Count from Mississippi Consumers = 10,486**

*Top 10 Fraud and Other Complaint Categories Reported by Mississippi Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Prizes, Sweepstakes and Lotteries	1,104	11%
2	Debt Collection	1,023	10%
3	Impostor Scams	944	9%
4	Banks and Lenders	712	7%
5	Telephone and Mobile Services	510	5%
6	Auto-Related Complaints	470	4%
7	Television and Electronic Media	427	4%
8	Shop-at-Home and Catalog Sales	329	3%
9	Foreign Money Offers and Counterfeit Check Scams	235	2%
10	Internet Services	234	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Mississippi consumers (10,486).

Note: These figures exclude complaints provided by the Mississippi Office of Attorney General.

**Identity Theft Complaints Count from Mississippi Victims = 2,233**

*Identity Theft Types Reported by Mississippi Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	1,007	45%
2	Phone or Utilities Fraud	294	13%
3	Credit Card Fraud	219	10%
4	Bank Fraud	163	7%
5	Loan Fraud	86	4%
6	Employment-Related Fraud	78	3%
	Other	462	21%
	Attempted Identity Theft	100	4%

<sup>1</sup>Percentages are based on the 2,233 victims reporting from Mississippi. Note that CSN identity theft complaints may be coded under multiple theft types.



**MISSOURI**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 30,372**

**Fraud and Other Complaints Count from Missouri Consumers = 26,320**

*Top 10 Fraud and Other Complaint Categories Reported by Missouri Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	2,780	11%
2	Banks and Lenders	2,575	10%
3	Auto-Related Complaints	2,000	8%
4	Impostor Scams	1,903	7%
5	Telephone and Mobile Services	1,847	7%
6	Television and Electronic Media	1,340	5%
7	Prizes, Sweepstakes and Lotteries	1,085	4%
8	Shop-at-Home and Catalog Sales	1,078	4%
9	Internet Services	843	3%
10	Health Care	790	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Missouri consumers (26,320).

**Identity Theft Complaints Count from Missouri Victims = 4,052**

*Identity Theft Types Reported by Missouri Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	1,279	32%
2	Phone or Utilities Fraud	614	15%
3	Credit Card Fraud	577	14%
4	Bank Fraud	370	9%
5	Employment-Related Fraud	179	4%
6	Loan Fraud	159	4%
	Other	903	22%
	Attempted Identity Theft	325	8%

<sup>1</sup>Percentages are based on the 4,052 victims reporting from Missouri. Note that CSN identity theft complaints may be coded under multiple theft types.



**MONTANA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 4,084**

**Fraud and Other Complaints Count from Montana Consumers = 3,575**

*Top 10 Fraud and Other Complaint Categories Reported by Montana Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Impostor Scams	326	9%
2	Debt Collection	320	9%
3	Prizes, Sweepstakes and Lotteries	192	5%
4	Banks and Lenders	179	5%
5	Telephone and Mobile Services	178	5%
6	Shop-at-Home and Catalog Sales	171	5%
7	Auto-Related Complaints	142	4%
8	Internet Services	137	4%
9	Office Supplies and Services	98	3%
10	Foreign Money Offers and Counterfeit Check Scams	93	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Montana consumers (3,575).

Note: These figures exclude complaints provided by the Montana Department of Justice.

**Identity Theft Complaints Count from Montana Victims = 509**

*Identity Theft Types Reported by Montana Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	139	27%
2	Credit Card Fraud	73	14%
3	Phone or Utilities Fraud	59	12%
4	Bank Fraud	41	8%
5	Employment-Related Fraud	15	3%
6	Loan Fraud	10	2%
	Other	157	31%
	Attempted Identity Theft	51	10%

<sup>1</sup>Percentages are based on the 509 victims reporting from Montana. Note that CSN identity theft complaints may be coded under multiple theft types.



**NEBRASKA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 7,603**

**Fraud and Other Complaints Count from Nebraska Consumers = 6,638**

*Top 10 Fraud and Other Complaint Categories Reported by Nebraska Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	707	11%
2	Impostor Scams	516	8%
3	Banks and Lenders	501	8%
4	Auto-Related Complaints	389	6%
5	Telephone and Mobile Services	375	6%
6	Television and Electronic Media	292	4%
7	Prizes, Sweepstakes and Lotteries	288	4%
8	Shop-at-Home and Catalog Sales	277	4%
9	Health Care	215	3%
10	Internet Services	191	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Nebraska consumers (6,638).

**Identity Theft Complaints Count from Nebraska Victims = 965**

*Identity Theft Types Reported by Nebraska Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	234	24%
2	Credit Card Fraud	176	18%
3	Phone or Utilities Fraud	121	13%
4	Employment-Related Fraud	75	8%
5	Bank Fraud	73	8%
6	Loan Fraud	26	3%
	Other	269	28%
	Attempted Identity Theft	75	8%

<sup>1</sup>Percentages are based on the 965 victims reporting from Nebraska. Note that CSN identity theft complaints may be coded under multiple theft types.



**NEVADA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 20,062**

**Fraud and Other Complaints Count from Nevada Consumers = 17,354**

*Top 10 Fraud and Other Complaint Categories Reported by Nevada Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	2,028	12%
2	Banks and Lenders	1,413	8%
3	Impostor Scams	1,295	7%
4	Telephone and Mobile Services	1,011	6%
5	Auto-Related Complaints	900	5%
6	Prizes, Sweepstakes and Lotteries	569	3%
7	Internet Services	500	3%
8	Shop-at-Home and Catalog Sales	472	3%
9	Business and Job Opportunities	408	2%
10	Television and Electronic Media	400	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Nevada consumers (17,354).

**Identity Theft Complaints Count from Nevada Victims = 2,708**

*Identity Theft Types Reported by Nevada Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	721	27%
2	Credit Card Fraud	476	18%
3	Phone or Utilities Fraud	357	13%
4	Bank Fraud	218	8%
5	Employment-Related Fraud	200	7%
6	Loan Fraud	132	5%
	Other	783	29%
	Attempted Identity Theft	210	8%

<sup>1</sup>Percentages are based on the 2,708 victims reporting from Nevada. Note that CSN identity theft complaints may be coded under multiple theft types.



**NEW HAMPSHIRE**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 6,984**

**Fraud and Other Complaints Count from New Hampshire Consumers = 6,297**

*Top 10 Fraud and Other Complaint Categories Reported by New Hampshire Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	818	13%
2	Debt Collection	520	8%
3	Impostor Scams	518	8%
4	Auto-Related Complaints	382	6%
5	Telephone and Mobile Services	363	6%
6	Shop-at-Home and Catalog Sales	260	4%
7	Television and Electronic Media	238	4%
8	Internet Services	205	3%
9	Prizes, Sweepstakes and Lotteries	204	3%
10	Health Care	179	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from New Hampshire consumers (6,297).

**Identity Theft Complaints Count from New Hampshire Victims = 687**

*Identity Theft Types Reported by New Hampshire Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	177	26%
2	Credit Card Fraud	131	19%
3	Bank Fraud	79	11%
4	Phone or Utilities Fraud	77	11%
5	Loan Fraud	23	3%
6	Employment-Related Fraud	18	3%
	Other	162	24%
	Attempted Identity Theft	74	11%

<sup>1</sup>Percentages are based on the 687 victims reporting from New Hampshire. Note that CSN identity theft complaints may be coded under multiple theft types.



**NEW JERSEY**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 52,977**

**Fraud and Other Complaints Count from New Jersey Consumers = 45,801**

*Top 10 Fraud and Other Complaint Categories Reported by New Jersey Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	5,316	12%
2	Debt Collection	4,984	11%
3	Telephone and Mobile Services	3,021	7%
4	Impostor Scams	2,774	6%
5	Auto-Related Complaints	2,372	5%
6	Shop-at-Home and Catalog Sales	1,484	3%
7	Internet Services	1,313	3%
8	Credit Cards	1,247	3%
9	Prizes, Sweepstakes and Lotteries	1,245	3%
10	Health Care	1,228	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from New Jersey consumers (45,801).

**Identity Theft Complaints Count from New Jersey Victims = 7,176**

*Identity Theft Types Reported by New Jersey Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	1,912	27%
2	Credit Card Fraud	1,264	18%
3	Phone or Utilities Fraud	1,037	14%
4	Bank Fraud	561	8%
5	Employment-Related Fraud	376	5%
6	Loan Fraud	234	3%
	Other	1,940	27%
	Attempted Identity Theft	563	8%

<sup>1</sup>Percentages are based on the 7,176 victims reporting from New Jersey. Note that CSN identity theft complaints may be coded under multiple theft types.



**NEW MEXICO**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 9,740**

**Fraud and Other Complaints Count from New Mexico Consumers = 8,292**

*Top 10 Fraud and Other Complaint Categories Reported by New Mexico Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	851	10%
2	Impostor Scams	670	8%
3	Banks and Lenders	620	7%
4	Prizes, Sweepstakes and Lotteries	513	6%
5	Auto-Related Complaints	416	5%
6	Telephone and Mobile Services	385	5%
7	Shop-at-Home and Catalog Sales	332	4%
8	Credit Bureaus, Information Furnishers and Report Users	298	4%
9	Television and Electronic Media	267	3%
10	Internet Services	237	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from New Mexico consumers (8,292).

**Identity Theft Complaints Count from New Mexico Victims = 1,448**

*Identity Theft Types Reported by New Mexico Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	354	24%
2	Credit Card Fraud	202	14%
3	Phone or Utilities Fraud	168	12%
4	Employment-Related Fraud	165	11%
5	Bank Fraud	113	8%
6	Loan Fraud	50	3%
	Other	446	31%
	Attempted Identity Theft	99	7%

<sup>1</sup>Percentages are based on the 1,448 victims reporting from New Mexico. Note that CSN identity theft complaints may be coded under multiple theft types.



**NEW YORK**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 103,745**

**Fraud and Other Complaints Count from New York Consumers = 86,673**

*Top 10 Fraud and Other Complaint Categories Reported by New York Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	8,710	10%
2	Banks and Lenders	8,373	10%
3	Telephone and Mobile Services	6,537	8%
4	Impostor Scams	4,717	5%
5	Auto-Related Complaints	4,159	5%
6	Shop-at-Home and Catalog Sales	3,402	4%
7	Prizes, Sweepstakes and Lotteries	2,714	3%
8	Internet Services	2,611	3%
9	Credit Cards	2,588	3%
10	Health Care	2,350	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from New York consumers (86,673).

**Identity Theft Complaints Count from New York Victims = 17,072**

*Identity Theft Types Reported by New York Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	4,979	29%
2	Credit Card Fraud	3,587	21%
3	Phone or Utilities Fraud	2,201	13%
4	Bank Fraud	1,693	10%
5	Employment-Related Fraud	644	4%
6	Loan Fraud	583	3%
	Other	3,746	22%
	Attempted Identity Theft	1,486	9%

<sup>1</sup>Percentages are based on the 17,072 victims reporting from New York. Note that CSN identity theft complaints may be coded under multiple theft types.



**NORTH CAROLINA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 48,333**

**Fraud and Other Complaints Count from North Carolina Consumers = 41,654**

*Top 10 Fraud and Other Complaint Categories Reported by North Carolina Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	4,341	10%
2	Debt Collection	3,953	9%
3	Impostor Scams	2,696	6%
4	Auto-Related Complaints	2,591	6%
5	Telephone and Mobile Services	2,338	6%
6	Prizes, Sweepstakes and Lotteries	2,145	5%
7	Television and Electronic Media	2,005	5%
8	Shop-at-Home and Catalog Sales	1,614	4%
9	Internet Services	1,215	3%
10	Health Care	1,058	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from North Carolina consumers (41,654).

Note: These figures exclude complaints provided by the North Carolina Department of Justice.

**Identity Theft Complaints Count from North Carolina Victims = 6,679**

*Identity Theft Types Reported by North Carolina Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	2,236	33%
2	Phone or Utilities Fraud	949	14%
3	Credit Card Fraud	859	13%
4	Bank Fraud	411	6%
5	Loan Fraud	296	4%
6	Employment-Related Fraud	292	4%
	Other	1,722	26%
	Attempted Identity Theft	493	7%

<sup>1</sup>Percentages are based on the 6,679 victims reporting from North Carolina. Note that CSN identity theft complaints may be coded under multiple theft types.

**NORTH DAKOTA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 2,192**

**Fraud and Other Complaints Count from North Dakota Consumers = 1,960**

*Top 10 Fraud and Other Complaint Categories Reported by North Dakota Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Prizes, Sweepstakes and Lotteries	219	11%
2	Debt Collection	147	8%
3	Impostor Scams	131	7%
4	Banks and Lenders	100	5%
5	Shop-at-Home and Catalog Sales	97	5%
6	Auto-Related Complaints	96	5%
7	Telephone and Mobile Services	94	5%
8	Internet Services	64	3%
9	Television and Electronic Media	54	3%
10	Health Care	49	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from North Dakota consumers (1,960).

**Identity Theft Complaints Count from North Dakota Victims = 232**

*Identity Theft Types Reported by North Dakota Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	61	26%
2	Credit Card Fraud	37	16%
3	Phone or Utilities Fraud	32	14%
4	Bank Fraud	15	6%
5	Loan Fraud	8	3%
6	Employment-Related Fraud	5	2%
	Other	75	32%
	Attempted Identity Theft	17	7%

<sup>1</sup>Percentages are based on the 232 victims reporting from North Dakota. Note that CSN identity theft complaints may be coded under multiple theft types.



**OHIO**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 58,267**

**Fraud and Other Complaints Count from Ohio Consumers = 50,765**

*Top 10 Fraud and Other Complaint Categories Reported by Ohio Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	5,562	11%
2	Banks and Lenders	4,961	10%
3	Impostor Scams	3,653	7%
4	Auto-Related Complaints	3,514	7%
5	Telephone and Mobile Services	2,695	5%
6	Television and Electronic Media	2,556	5%
7	Prizes, Sweepstakes and Lotteries	1,850	4%
8	Shop-at-Home and Catalog Sales	1,824	4%
9	Health Care	1,624	3%
10	Internet Services	1,381	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Ohio consumers (50,765).

Note: These figures exclude complaints provided by the Ohio Office of Attorney General.

**Identity Theft Complaints Count from Ohio Victims = 7,502**

*Identity Theft Types Reported by Ohio Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	2,799	37%
2	Phone or Utilities Fraud	1,214	16%
3	Credit Card Fraud	1,131	15%
4	Bank Fraud	544	7%
5	Loan Fraud	248	3%
6	Employment-Related Fraud	214	3%
	Other	1,518	20%
	Attempted Identity Theft	527	7%

<sup>1</sup>Percentages are based on the 7,502 victims reporting from Ohio. Note that CSN identity theft complaints may be coded under multiple theft types.



**OKLAHOMA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 15,515**

**Fraud and Other Complaints Count from Oklahoma Consumers = 13,206**

*Top 10 Fraud and Other Complaint Categories Reported by Oklahoma Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	1,490	11%
2	Impostor Scams	1,103	8%
3	Banks and Lenders	920	7%
4	Prizes, Sweepstakes and Lotteries	868	7%
5	Auto-Related Complaints	860	7%
6	Telephone and Mobile Services	831	6%
7	Shop-at-Home and Catalog Sales	499	4%
8	Television and Electronic Media	411	3%
9	Internet Services	391	3%
10	Health Care	309	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Oklahoma consumers (13,206).

**Identity Theft Complaints Count from Oklahoma Victims = 2,309**

*Identity Theft Types Reported by Oklahoma Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	695	30%
2	Credit Card Fraud	371	16%
3	Phone or Utilities Fraud	349	15%
4	Bank Fraud	180	8%
5	Employment-Related Fraud	138	6%
6	Loan Fraud	134	6%
	Other	564	24%
	Attempted Identity Theft	164	7%

<sup>1</sup>Percentages are based on the 2,309 victims reporting from Oklahoma. Note that CSN identity theft complaints may be coded under multiple theft types.



**OREGON**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 19,197**

**Fraud and Other Complaints Count from Oregon Consumers = 16,827**

*Top 10 Fraud and Other Complaint Categories Reported by Oregon Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	1,715	10%
2	Banks and Lenders	1,518	9%
3	Impostor Scams	1,308	8%
4	Telephone and Mobile Services	847	5%
5	Auto-Related Complaints	772	5%
6	Television and Electronic Media	717	4%
7	Internet Services	702	4%
8	Shop-at-Home and Catalog Sales	675	4%
9	Prizes, Sweepstakes and Lotteries	536	3%
10	Health Care	488	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Oregon consumers (16,827).

Note: These figures exclude complaints provided by the Oregon Department of Justice.

**Identity Theft Complaints Count from Oregon Victims = 2,370**

*Identity Theft Types Reported by Oregon Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	470	20%
2	Credit Card Fraud	443	19%
3	Phone or Utilities Fraud	277	12%
4	Bank Fraud	223	9%
5	Employment-Related Fraud	92	4%
6	Loan Fraud	74	3%
	Other	761	32%
	Attempted Identity Theft	244	10%

<sup>1</sup>Percentages are based on the 2,370 victims reporting from Oregon. Note that CSN identity theft complaints may be coded under multiple theft types.



**PENNSYLVANIA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 65,128**

**Fraud and Other Complaints Count from Pennsylvania Consumers = 56,185**

*Top 10 Fraud and Other Complaint Categories Reported by Pennsylvania Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	6,309	11%
2	Banks and Lenders	5,461	10%
3	Telephone and Mobile Services	3,738	7%
4	Impostor Scams	3,527	6%
5	Auto-Related Complaints	2,543	5%
6	Prizes, Sweepstakes and Lotteries	2,306	4%
7	Shop-at-Home and Catalog Sales	2,145	4%
8	Television and Electronic Media	1,872	3%
9	Internet Services	1,704	3%
10	Credit Cards	1,389	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Pennsylvania consumers (56,185).

**Identity Theft Complaints Count from Pennsylvania Victims = 8,943**

*Identity Theft Types Reported by Pennsylvania Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	2,419	27%
2	Phone or Utilities Fraud	1,661	19%
3	Credit Card Fraud	1,546	17%
4	Bank Fraud	676	8%
5	Employment-Related Fraud	475	5%
6	Loan Fraud	254	3%
	Other	2,128	24%
	Attempted Identity Theft	639	7%

<sup>1</sup>Percentages are based on the 8,943 victims reporting from Pennsylvania. Note that CSN identity theft complaints may be coded under multiple theft types.



**RHODE ISLAND**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 5,075**

**Fraud and Other Complaints Count from Rhode Island Consumers = 4,438**

*Top 10 Fraud and Other Complaint Categories Reported by Rhode Island Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	681	15%
2	Telephone and Mobile Services	405	9%
3	Banks and Lenders	384	9%
4	Impostor Scams	240	5%
5	Auto-Related Complaints	225	5%
6	Shop-at-Home and Catalog Sales	176	4%
7	Prizes, Sweepstakes and Lotteries	123	3%
8	Internet Services	121	3%
9	Health Care	100	2%
10	Credit Cards	93	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Rhode Island consumers (4,438).

**Identity Theft Complaints Count from Rhode Island Victims = 637**

*Identity Theft Types Reported by Rhode Island Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	212	33%
2	Credit Card Fraud	121	19%
3	Phone or Utilities Fraud	83	13%
4	Employment-Related Fraud	41	6%
5	Bank Fraud	38	6%
6	Loan Fraud	24	4%
	Other	151	24%
	Attempted Identity Theft	35	5%

<sup>1</sup>Percentages are based on the 637 victims reporting from Rhode Island. Note that CSN identity theft complaints may be coded under multiple theft types.



**SOUTH CAROLINA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 23,379**

**Fraud and Other Complaints Count from South Carolina Consumers = 20,005**

*Top 10 Fraud and Other Complaint Categories Reported by South Carolina Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	2,504	13%
2	Banks and Lenders	1,849	9%
3	Impostor Scams	1,571	8%
4	Auto-Related Complaints	1,178	6%
5	Telephone and Mobile Services	1,000	5%
6	Prizes, Sweepstakes and Lotteries	956	5%
7	Television and Electronic Media	794	4%
8	Shop-at-Home and Catalog Sales	692	3%
9	Internet Services	565	3%
10	Health Care	457	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from South Carolina consumers (20,005).

Note: These figures exclude complaints provided by the South Carolina Department of Consumer Affairs.

**Identity Theft Complaints Count from South Carolina Victims = 3,374**

*Identity Theft Types Reported by South Carolina Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	1,075	32%
2	Phone or Utilities Fraud	488	14%
3	Credit Card Fraud	447	13%
4	Bank Fraud	256	8%
5	Loan Fraud	156	5%
6	Employment-Related Fraud	137	4%
	Other	922	27%
	Attempted Identity Theft	198	6%

<sup>1</sup>Percentages are based on the 3,374 victims reporting from South Carolina. Note that CSN identity theft complaints may be coded under multiple theft types.



**SOUTH DAKOTA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 2,668**

**Fraud and Other Complaints Count from South Dakota Consumers = 2,386**

*Top 10 Fraud and Other Complaint Categories Reported by South Dakota Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	258	11%
2	Impostor Scams	183	8%
3	Banks and Lenders	173	7%
4	Prizes, Sweepstakes and Lotteries	137	6%
5	Telephone and Mobile Services	123	5%
6	Shop-at-Home and Catalog Sales	115	5%
7	Auto-Related Complaints	106	4%
8	Internet Services	99	4%
9	Television and Electronic Media	85	4%
10	Office Supplies and Services	74	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from South Dakota consumers (2,386).

**Identity Theft Complaints Count from South Dakota Victims = 282**

*Identity Theft Types Reported by South Dakota Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	62	22%
2	Credit Card Fraud	45	16%
3	Phone or Utilities Fraud	31	11%
4	Bank Fraud	24	9%
5	Employment-Related Fraud	8	3%
6	Loan Fraud	5	2%
	Other	100	35%
	Attempted Identity Theft	22	8%

<sup>1</sup>Percentages are based on the 282 victims reporting from South Dakota. Note that CSN identity theft complaints may be coded under multiple theft types.



**TENNESSEE**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 32,631**

**Fraud and Other Complaints Count from Tennessee Consumers = 28,163**

*Top 10 Fraud and Other Complaint Categories Reported by Tennessee Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	2,880	10%
2	Banks and Lenders	2,476	9%
3	Impostor Scams	2,176	8%
4	Prizes, Sweepstakes and Lotteries	1,906	7%
5	Television and Electronic Media	1,626	6%
6	Auto-Related Complaints	1,595	6%
7	Telephone and Mobile Services	1,399	5%
8	Shop-at-Home and Catalog Sales	991	4%
9	Internet Services	829	3%
10	Health Care	622	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Tennessee consumers (28,163).

Note: These figures exclude complaints provided by the Tennessee Division of Consumer Affairs.

**Identity Theft Complaints Count from Tennessee Victims = 4,468**

*Identity Theft Types Reported by Tennessee Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	1,682	38%
2	Phone or Utilities Fraud	619	14%
3	Credit Card Fraud	610	14%
4	Bank Fraud	358	8%
5	Employment-Related Fraud	143	3%
6	Loan Fraud	143	3%
	Other	959	21%
	Attempted Identity Theft	322	7%

<sup>1</sup>Percentages are based on the 4,468 victims reporting from Tennessee. Note that CSN identity theft complaints may be coded under multiple theft types.



**TEXAS**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 156,611**

**Fraud and Other Complaints Count from Texas Consumers = 133,345**

*Top 10 Fraud and Other Complaint Categories Reported by Texas Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	23,609	18%
2	Telephone and Mobile Services	10,246	8%
3	Banks and Lenders	8,732	7%
4	Impostor Scams	7,503	6%
5	Auto-Related Complaints	6,507	5%
6	Television and Electronic Media	3,812	3%
7	Credit Bureaus, Information Furnishers and Report Users	3,704	3%
8	Shop-at-Home and Catalog Sales	3,501	3%
9	Prizes, Sweepstakes and Lotteries	3,474	3%
10	Internet Services	3,159	2%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Texas consumers (133,345).

**Identity Theft Complaints Count from Texas Victims = 23,266**

*Identity Theft Types Reported by Texas Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	6,924	30%
2	Credit Card Fraud	3,660	16%
3	Phone or Utilities Fraud	3,241	14%
4	Employment-Related Fraud	2,271	10%
5	Bank Fraud	1,836	8%
6	Loan Fraud	1,515	7%
	Other	5,231	22%
	Attempted Identity Theft	1,312	6%

<sup>1</sup>Percentages are based on the 23,266 victims reporting from Texas. Note that CSN identity theft complaints may be coded under multiple theft types.



**UTAH**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 11,449**

**Fraud and Other Complaints Count from Utah Consumers = 10,020**

*Top 10 Fraud and Other Complaint Categories Reported by Utah Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	989	10%
2	Impostor Scams	803	8%
3	Banks and Lenders	773	8%
4	Auto-Related Complaints	604	6%
5	Telephone and Mobile Services	536	5%
6	Internet Services	413	4%
7	Television and Electronic Media	409	4%
8	Shop-at-Home and Catalog Sales	400	4%
9	Prizes, Sweepstakes and Lotteries	389	4%
10	Health Care	282	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Utah consumers (10,020).

**Identity Theft Complaints Count from Utah Victims = 1,429**

*Identity Theft Types Reported by Utah Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	290	20%
2	Credit Card Fraud	215	15%
3	Phone or Utilities Fraud	202	14%
4	Bank Fraud	122	9%
5	Employment-Related Fraud	109	8%
6	Loan Fraud	57	4%
	Other	443	31%
	Attempted Identity Theft	115	8%

<sup>1</sup>Percentages are based on the 1,429 victims reporting from Utah. Note that CSN identity theft complaints may be coded under multiple theft types.



**VERMONT**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 2,433**

**Fraud and Other Complaints Count from Vermont Consumers = 2,159**

*Top 10 Fraud and Other Complaint Categories Reported by Vermont Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	206	10%
2	Impostor Scams	166	8%
3	Debt Collection	154	7%
4	Shop-at-Home and Catalog Sales	124	6%
5	Auto-Related Complaints	106	5%
6	Telephone and Mobile Services	101	5%
7	Television and Electronic Media	97	4%
8	Internet Services	83	4%
9	Prizes, Sweepstakes and Lotteries	70	3%
10	Credit Cards	54	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Vermont consumers (2,159).

**Identity Theft Complaints Count from Vermont Victims = 274**

*Identity Theft Types Reported by Vermont Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	90	33%
2	Phone or Utilities Fraud	52	19%
3	Credit Card Fraud	37	14%
4	Bank Fraud	19	7%
5	Loan Fraud	11	4%
6	Employment-Related Fraud	4	1%
	Other	62	23%
	Attempted Identity Theft	24	9%

<sup>1</sup>Percentages are based on the 274 victims reporting from Vermont. Note that CSN identity theft complaints may be coded under multiple theft types.

**VIRGINIA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 47,130**

**Fraud and Other Complaints Count from Virginia Consumers = 41,093**

*Top 10 Fraud and Other Complaint Categories Reported by Virginia Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Banks and Lenders	4,243	10%
2	Debt Collection	4,177	10%
3	Impostor Scams	2,917	7%
4	Auto-Related Complaints	2,221	5%
5	Telephone and Mobile Services	2,036	5%
6	Television and Electronic Media	1,540	4%
7	Shop-at-Home and Catalog Sales	1,509	4%
8	Prizes, Sweepstakes and Lotteries	1,393	3%
9	Internet Services	1,335	3%
10	Credit Cards	1,115	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Virginia consumers (41,093).

**Identity Theft Complaints Count from Virginia Victims = 6,037**

*Identity Theft Types Reported by Virginia Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	1,767	29%
2	Phone or Utilities Fraud	937	16%
3	Credit Card Fraud	883	15%
4	Bank Fraud	445	7%
5	Loan Fraud	194	3%
6	Employment-Related Fraud	147	2%
	Other	1,624	27%
	Attempted Identity Theft	530	9%

<sup>1</sup>Percentages are based on the 6,037 victims reporting from Virginia. Note that CSN identity theft complaints may be coded under multiple theft types.



**WASHINGTON**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 37,120**

**Fraud and Other Complaints Count from Washington Consumers = 32,381**

*Top 10 Fraud and Other Complaint Categories Reported by Washington Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	3,345	10%
2	Banks and Lenders	3,007	9%
3	Impostor Scams	2,557	8%
4	Telephone and Mobile Services	1,663	5%
5	Auto-Related Complaints	1,622	5%
6	Television and Electronic Media	1,372	4%
7	Internet Services	1,276	4%
8	Shop-at-Home and Catalog Sales	1,223	4%
9	Prizes, Sweepstakes and Lotteries	1,083	3%
10	Health Care	928	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Washington consumers (32,381).

Note: These figures exclude complaints provided by the Washington Office of Attorney General.

**Identity Theft Complaints Count from Washington Victims = 4,739**

*Identity Theft Types Reported by Washington Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Credit Card Fraud	992	21%
2	Government Documents or Benefits Fraud	854	18%
3	Phone or Utilities Fraud	603	13%
4	Bank Fraud	525	11%
5	Employment-Related Fraud	335	7%
6	Loan Fraud	160	3%
	Other	1,324	28%
	Attempted Identity Theft	462	10%

<sup>1</sup>Percentages are based on the 4,739 victims reporting from Washington. Note that CSN identity theft complaints may be coded under multiple theft types.



**WEST VIRGINIA**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 8,117**

**Fraud and Other Complaints Count from West Virginia Consumers = 6,993**

*Top 10 Fraud and Other Complaint Categories Reported by West Virginia Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Impostor Scams	658	9%
2	Debt Collection	481	7%
3	Prizes, Sweepstakes and Lotteries	434	6%
4	Banks and Lenders	402	6%
5	Telephone and Mobile Services	374	5%
6	Internet Services	321	5%
7	Auto-Related Complaints	302	4%
8	Shop-at-Home and Catalog Sales	297	4%
9	Television and Electronic Media	274	4%
10	Health Care	220	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from West Virginia consumers (6,993).

**Identity Theft Complaints Count from West Virginia Victims = 1,124**

*Identity Theft Types Reported by West Virginia Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	499	44%
2	Phone or Utilities Fraud	174	15%
3	Credit Card Fraud	145	13%
4	Bank Fraud	68	6%
5	Employment-Related Fraud	19	2%
6	Loan Fraud	15	1%
	Other	222	20%
	Attempted Identity Theft	73	6%

<sup>1</sup>Percentages are based on the 1,124 victims reporting from West Virginia. Note that CSN identity theft complaints may be coded under multiple theft types.



**WISCONSIN**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 25,504**

**Fraud and Other Complaints Count from Wisconsin Consumers = 21,869**

*Top 10 Fraud and Other Complaint Categories Reported by Wisconsin Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	1,970	9%
2	Banks and Lenders	1,891	9%
3	Telephone and Mobile Services	1,843	8%
4	Impostor Scams	1,409	6%
5	Auto-Related Complaints	1,124	5%
6	Shop-at-Home and Catalog Sales	955	4%
7	Television and Electronic Media	900	4%
8	Prizes, Sweepstakes and Lotteries	897	4%
9	Internet Services	823	4%
10	Health Care	678	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Wisconsin consumers (21,869).

**Identity Theft Complaints Count from Wisconsin Victims = 3,635**

*Identity Theft Types Reported by Wisconsin Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	1,546	43%
2	Credit Card Fraud	476	13%
3	Phone or Utilities Fraud	393	11%
4	Bank Fraud	226	6%
5	Employment-Related Fraud	141	4%
6	Loan Fraud	104	3%
	Other	769	21%
	Attempted Identity Theft	257	7%

<sup>1</sup>Percentages are based on the 3,635 victims reporting from Wisconsin. Note that CSN identity theft complaints may be coded under multiple theft types.



**WYOMING**  
**Consumer Sentinel Network Complaint Figures**  
*January 1 - December 31, 2013*

**Total Number of Identity Theft, Fraud and Other Consumer Complaints = 2,389**

**Fraud and Other Complaints Count from Wyoming Consumers = 2,100**

*Top 10 Fraud and Other Complaint Categories Reported by Wyoming Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Debt Collection	207	10%
2	Impostor Scams	164	8%
3	Prizes, Sweepstakes and Lotteries	152	7%
4	Banks and Lenders	138	7%
5	Auto-Related Complaints	121	6%
6	Telephone and Mobile Services	102	5%
7	Television and Electronic Media	73	3%
8	Shop-at-Home and Catalog Sales	71	3%
9	Internet Services	61	3%
10	Credit Bureaus, Information Furnishers and Report Users	57	3%

<sup>1</sup>Percentages are based on the total number of CSN fraud and other complaints from Wyoming consumers (2,100).

**Identity Theft Complaints Count from Wyoming Victims = 289**

*Identity Theft Types Reported by Wyoming Victims*

Rank	Identity Theft Type	Complaints	Percentage <sup>1</sup>
1	Government Documents or Benefits Fraud	75	26%
2	Credit Card Fraud	47	16%
3	Phone or Utilities Fraud	41	14%
4	Bank Fraud	19	7%
5	Employment-Related Fraud	14	5%
6	Loan Fraud	8	3%
	Other	95	33%
	Attempted Identity Theft	16	6%

<sup>1</sup>Percentages are based on the 289 victims reporting from Wyoming. Note that CSN identity theft complaints may be coded under multiple theft types.



## Appendix A1: The Consumer Sentinel Network



The Consumer Sentinel Network is a free, online database of consumer complaints available only to law enforcement. It includes complaints about identity theft, fraud, financial transactions, debt collection, and credit reports, among other subjects. The Consumer Sentinel Network is based on the premise that sharing information can make law enforcement even more effective. To that end, the Consumer Sentinel Network provides law enforcement members with access to consumer complaints provided directly to the FTC, as well as to complaints shared by other data contributors.

[www.FTC.gov/Sentinel](http://www.FTC.gov/Sentinel)

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The Identity Theft Data Clearinghouse was launched in November 1999 and is the sole national repository of consumer complaints about identity theft. The Clearinghouse provides specific investigative material for law enforcement and broader reports that provide insight to both private and public sector partners on ways to reduce the incidence of identity theft. Information in the Clearinghouse is available to law enforcement members via the Consumer Sentinel Network. This access enables law enforcers to readily spot local identity theft problems and to coordinate with other law enforcement officers where the data reveals common schemes or perpetrators.

[www.FTC.gov/idtheft](http://www.FTC.gov/idtheft)

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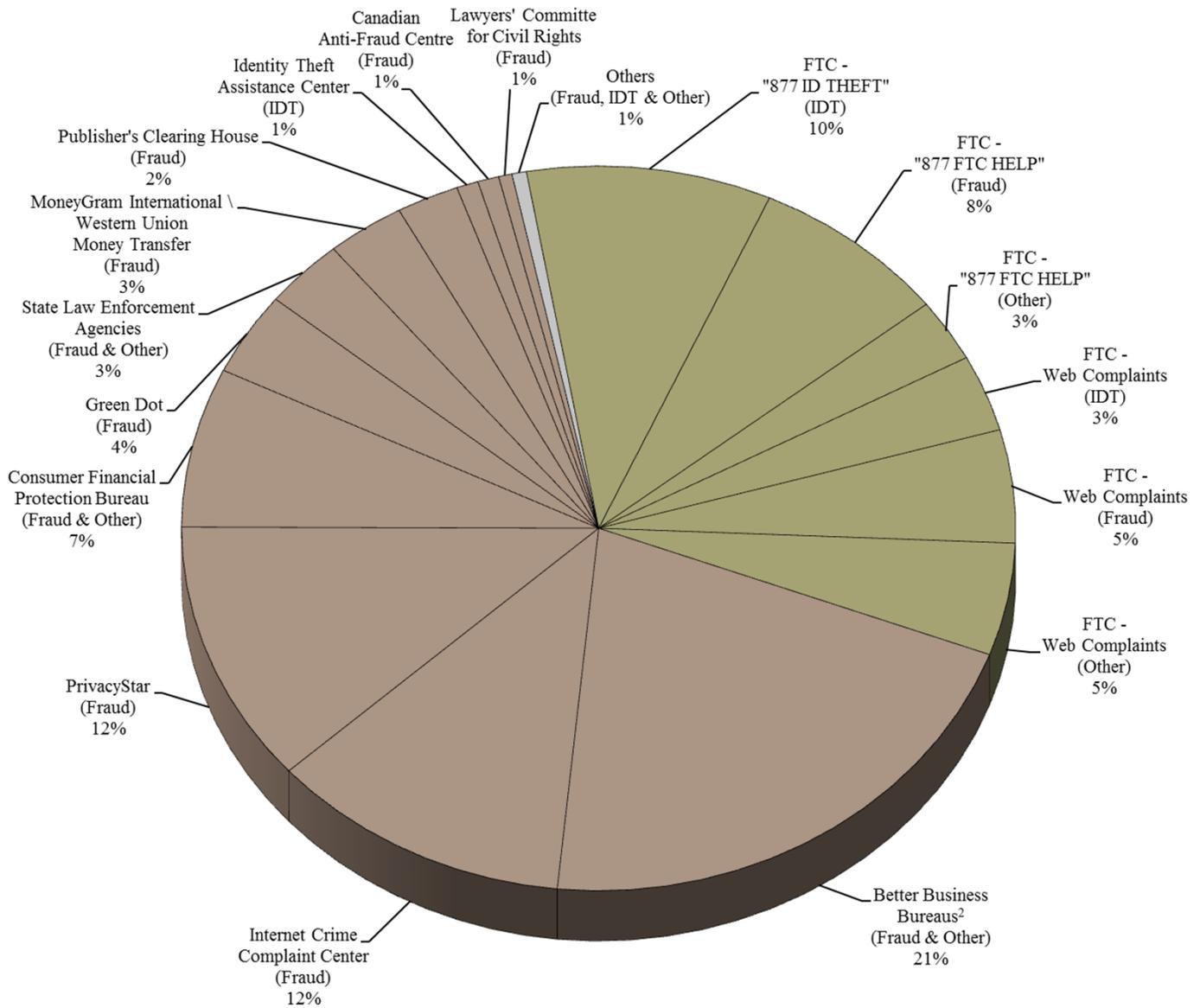


Econsumer.gov was created in April 2001 to gather and share cross-border e-commerce complaints to respond to the challenges of multinational Internet fraud, and enhance consumer confidence in e-commerce. Through econsumer.gov, consumers can file cross-border consumer complaints online and learn about alternative ways to resolve them. All information is available in English, French, German, Japanese, Korean, Polish, Spanish, and Turkish. Using the existing Consumer Sentinel Network, the incoming complaints are shared through the government website with participating consumer protection law enforcers from 28 nations.

[www.econsumer.gov](http://www.econsumer.gov)

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## Appendix A2: Consumer Sentinel Network Major Data Contributors<sup>1</sup> January 1 – December 31, 2013



<sup>1</sup>Percentages are based on the total number of Consumer Sentinel Network complaints (2,101,780) received between January 1 and December 31, 2013. The type of complaints provided by the organization is indicated in parentheses.

<sup>2</sup>For a list of Better Business Bureaus contributing to the Consumer Sentinel Network, see Appendix A4.



## Appendix A3: Consumer Sentinel Network Data Contributor Details

### January 1 – December 31, 2013

Data Contributors	CY - 2011		CY - 2012		CY - 2013	
	Complaints	Percentages <sup>1</sup>	Complaints	Percentages <sup>1</sup>	Complaints	Percentages <sup>1</sup>
FTC - "877 ID THEFT"	197,908	10%	261,180	12%	199,671	10%
FTC - "877 FTC HELP" (Fraud)	132,235	7%	153,523	7%	161,146	8%
FTC - "877 FTC HELP" (Other)	127,181	7%	99,855	5%	58,960	3%
FTC - Web Complaints IDT	65,895	3%	87,279	4%	71,895	3%
FTC - Web Complaints Fraud	110,102	6%	117,296	6%	105,929	5%
FTC - Web Complaints Other	156,169	8%	147,313	7%	105,425	5%
Better Business Bureaus <sup>2</sup>	483,371	25%	439,007	21%	439,551	21%
Internet Crime Complaint Center	302,381	16%	264,896	13%	246,710	12%
PrivacyStar	23,641	1%	151,801	7%	246,498	12%
Consumer Financial Protection Bureau	4,098	<1%	84,198	4%	149,781	7%
Green Dot	8	<1%	17,323	1%	78,103	4%
State Law Enforcement Agencies	79,542	4%	77,913	4%	65,978	3%
Ohio Attorney General	22,158	1%	18,950	1%	15,454	1%
California Attorney General	0	0%	4,194	<1%	11,239	1%
North Carolina Department of Justice	16,760	1%	17,277	1%	10,695	1%
Oregon Department of Justice	10,011	1%	7,763	<1%	5,528	<1%
Indiana Attorney General	0	0%	4,612	<1%	5,081	<1%
Michigan Attorney General	7,559	<1%	4,969	<1%	3,862	<1%
Washington Attorney General	12,206	1%	11,312	1%	2,923	<1%
Tennessee Division of Consumer Affairs	3,272	<1%	2,331	<1%	2,804	<1%
Iowa Attorney General	0	0%	309	<1%	2,339	<1%
Maine Attorney General	0	0%	0	0%	1,191	<1%
Louisiana Attorney General	0	0%	0	0%	1,141	<1%
Idaho Attorney General	1,513	<1%	1,172	<1%	837	<1%
South Carolina Department of Consumer Affairs	2,863	<1%	2,962	<1%	757	<1%
Colorado Attorney General	775	<1%	975	<1%	750	<1%
Montana Department of Justice	842	<1%	363	<1%	581	<1%
Mississippi Attorney General	683	<1%	652	<1%	508	<1%
Minnesota Department of Public Safety	900	<1%	72	<1%	288	<1%
MoneyGram International \ Western Union Money Transfer	68,953	4%	64,848	3%	63,714	3%
MoneyGram International	14,296	1%	20,192	1%	38,253	2%
Western Union Money Transfer	54,657	3%	44,656	2%	25,461	1%
Publisher's Clearing House	40,445	2%	50,468	2%	50,944	2%
Identity Theft Assistance Center	16,150	1%	20,448	1%	17,739	1%
Canadian Anti-Fraud Centre	39,260	2%	21,505	1%	17,272	1%
Lawyers' Committee for Civil Rights	10,771	1%	11,128	1%	10,930	1%
Others	39,142	2%	40,935	2%	11,534	1%
National Consumers League	7,958	<1%	5,825	<1%	6,593	<1%
Canada Competition Bureau	4,568	<1%	3,975	<1%	2,435	<1%
Los Angeles County Department of Consumer Affairs	20	<1%	815	<1%	663	<1%
U.S. Department of the Treasury, Internal Revenue Service	52	<1%	365	<1%	635	<1%
Financial Fraud Enforcement Task Force	0	0%	216	<1%	629	<1%
Privacy Rights Clearinghouse	0	0%	252	<1%	126	<1%
U.S. Department of Health and Human Services	0	0%	0	0%	124	<1%
U.S. Senate Special Committee on Aging	0	0%	0	0%	110	<1%
U.S. Postal Inspection Service	25,639	1%	29,133	1%	3	<1%
Other Data Contributors	905	<1%	354	<1%	216	<1%
<b>Total Number of Complaints</b>	<b>1,897,252</b>		<b>2,110,916</b>		<b>2,101,780</b>	

<sup>1</sup>Percentages are based on the total number of CSN complaints: CY-2011 = 1,897,252; CY-2012 = 2,110,916; and CY-2013 = 2,101,780.

<sup>2</sup>For a list of Better Business Bureaus contributing to the Consumer Sentinel Network, see Appendix A4.

## Appendix A4: Consumer Sentinel Network Better Business Bureau Data Contributors *January 1 – December 31, 2013*

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Alabama, Birmingham	Iowa, Des Moines	Ohio, Dayton
Alabama, Huntsville	Kentucky, Lexington	Ohio, Lima
Alabama, Mobile	Kentucky, Louisville	Ohio, Toledo
Alberta, Calgary (Canada)	Louisiana, Baton Rouge	Ohio, Youngstown
Alberta, Edmonton (Canada)	Louisiana, Lafayette (Acadiana)	Oklahoma, Oklahoma City
Arizona, Phoenix	Louisiana, Lake Charles	Oklahoma, Tulsa
Arizona, Tucson	Louisiana, Monroe	Ontario, London (Canada)
Arkansas, Little Rock	Louisiana, New Orleans	Ontario, Ottawa (Canada)
British Columbia, Vancouver (Canada)	Louisiana, Shreveport	Pennsylvania, Pittsburgh
British Columbia, Victoria (Canada)	Manitoba, Winnipeg (Canada)	Saskatchewan, Regina (Canada)
California, Colton (Southland)	Maryland, Baltimore	South Carolina, Columbia
California, Fresno	Massachusetts, Boston	South Carolina, Greenville
California, Los Angeles	Massachusetts, Worcester	South Carolina, Myrtle Beach
California, Oakland	Michigan, Detroit (Eastern)	Tennessee, Chattanooga
California, Sacramento	Michigan, Grand Rapids	Tennessee, Knoxville
California, San Diego	Minnesota, Saint Paul	Tennessee, Memphis
California, San Jose (Silicon Valley)	Mississippi, Jackson	Tennessee, Nashville
California, Santa Barbara (Tri-Counties)	Missouri, Kansas City	Texas, Abilene
Colorado, Colorado Springs	Missouri, Saint Louis	Texas, Amarillo
Colorado, Denver	Missouri, Springfield	Texas, Austin
Colorado, Fort Collins	Nebraska, Omaha	Texas, Beaumont
Connecticut, Wallingford	Nevada, Las Vegas	Texas, Brazos Valley (Bryan)
Delaware, Wilmington	Nevada, Reno	Texas, Dallas
District of Columbia, Washington	New Hampshire, Concord	Texas, El Paso
Florida, Clearwater	New Jersey, Trenton	Texas, Fort Worth
Florida, Jacksonville (Northeast Florida)	New Mexico, Albuquerque	Texas, Houston
Florida, Orlando	New York, Buffalo	Texas, Lubbock (South Plains)
Florida, Pensacola	New York, New York City	Texas, San Angelo
Florida, West Palm Beach	North Carolina, Asheville	Texas, Tyler
Georgia, Atlanta, Athens and Northeast Georgia	North Carolina, Charlotte	Texas, Wichita Falls
Georgia, Columbus	North Carolina, Greensboro	Utah, Salt Lake City
Georgia, Macon	North Carolina, Raleigh	Virginia, Norfolk
Hawaii, Honolulu	North Carolina, Winston-Salem	Virginia, Richmond
Idaho, Boise	Nova Scotia, Halifax (Canada)	Virginia, Roanoke
Illinois, Chicago	Ohio, Akron	Washington, DuPont
Illinois, Peoria	Ohio, Canton	Washington, Spokane
Indiana, Evansville	Ohio, Cincinnati	Wisconsin, Milwaukee
Indiana, Fort Wayne	Ohio, Cleveland	
Indiana, Indianapolis	Ohio, Columbus	

## Appendix B1: Consumer Sentinel Network Complaint Category Descriptions

1	<b>Advance Payments for Credit Services:</b> The promise of a loan or credit card that requires you to pay a fee first; worthless credit card loss protection and insurance programs; the promise that accurate negative information can be removed from your credit file for a fee; services offering to recover government refunds or unclaimed funds; etc. (Fraud Category)
2	<b>Auto-Related Complaints:</b> Misleading or deceptive claims regarding auto prices, financing, leasing or warranties; repair/maintenance issues with newly purchased used or new cars, including dissatisfaction with service provided by auto mechanics; price fixing and price gouging concerns against gas stations and oil companies; etc. (Other Category)
3	<b>Banks and Lenders:</b> Deceptive or predatory mortgage lending practices; problems with modification of mortgage terms; miscellaneous customer service and account issues with bank or credit union products, including payday loans, student loans, auto title loans, fees and overdraft charges; other finance company lending products, services and practices; etc. (Other Category)
4	<b>Business and Job Opportunities:</b> Complaints about franchise or business opportunities: promotion of distributing goods and services, provided by the promoter, with assistance in the form of locations or accounts or customers. Also, complaints about work-at-home plans: an offer a consumer may receive or seek out to work directly from home (e.g. stuffing envelopes or processing medical claims), as well as complaints about multi-level marketing schemes, employment agencies or job counseling, overseas work, inventions or idea promotions. (Fraud Category)
5	<b>Buyers' Clubs:</b> Complaints involving free trials or discounts on products and services; a buyers' club membership becomes a fraud when consumers are billed for "memberships" they did not agree to purchase. Frequently, consumers are offered a free-trial offer and are automatically enrolled and charged fees once the free-trial period is over. (Fraud Category)
6	<b>Charitable Solicitations:</b> Misleading pitches for donations to benefit local service organizations; solicitations for bogus charity or relief organizations; etc. (Fraud Category)
7	<b>Clothing, Textiles and Jewelry:</b> Fake or replica goods passed off as genuine; order fulfillment problems; failure to honor refund or return policies; etc. (Other Category)
8	<b>Computer Equipment and Software:</b> Problems with computer software, hardware, and computer equipment purchases; unwanted or unauthorized software installations and downloads; etc. (Other Category)
9	<b>Credit Bureaus, Information Furnishers and Report Users:</b> Credit Reporting Agency (CRA) or furnisher provides inaccurate information or fails to reinvestigate disputed information; CRA provides inadequate phone help; difficulties ordering free annual credit reports; impermissible access to/inquiry on credit reports; etc. (Other Category)
10	<b>Credit Cards:</b> Account or billing issues, including interest rate changes, late fees, credit disputes, and overcharges; fraudulent credit card offers/phishing attempts; etc. (Other Category)
11	<b>Debt Collection:</b> Debt collector calls repeatedly or continuously; falsely represents the amount or status of debt; fails to send written notice of debt; falsely threatens suit; uses profane language; fails to identify self as debt collector; and/or violates other provisions of the Fair Debt Collection Practices Act. (Other Category)
12	<b>Education:</b> Complaints about trade or vocational school services, including issues related to accreditation, billing and collection, or institutional advertising claims related to usefulness of the degree or job prospects after graduation. Also, complaints about traditional colleges and universities. (Other Category)
13	<b>Foreign Money Offers and Counterfeit Check Scams:</b> Letters or e-mails offering the "opportunity" to share in a percentage of millions of dollars that a self-proclaimed government official is trying to transfer illegally out of a foreign country in return for money, bank account numbers, or other identifying information from the victim; fraudulent schemes involving foreign lotteries, mystery shoppers, or Internet purchases/classified ads in which a counterfeit check overpayment is received along with a request to wire back the difference immediately after check deposit, leaving the victim responsible for the funds withdrawn; etc. (Fraud Category)
14	<b>Grants:</b> Deceptive practices by businesses or individuals marketing either government grant opportunities or financial aid assistance services; problems with student loan processors, debt collectors collecting on defaulted student loans, and diploma mills and other unaccredited educational institutions; etc. (Fraud Category)
15	<b>Health Care:</b> Fraudulent, misleading, or deceptive claims for vision correction procedures; dietary supplements; weight loss products or services; impotency treatments; health spas and equipments; infertility services; sunscreens; HIV test kits; medical discount plans; as well as complaints about over-the-counter or prescription drugs; other medical products, supplies or treatments; etc. (Fraud Category)

## Appendix B1: Consumer Sentinel Network Complaint Category Descriptions

16	<b>Home Repair, Improvement and Products:</b> Defective furniture or appliances; service or warranty-related issues; furniture or appliance delivery problems, including receiving wrong or incomplete products; problems with home repair services and contractors; issues with home protection devices or services; as well as complaints about general housing related issues; etc. (Other Category)
17	<b>Identity Theft:</b> When someone appropriates your personal identifying information (like your Social Security number or credit card account number) to commit fraud or theft. (Identity Theft Category)
18	<b>Impostor Scams:</b> Complaints about scammers claiming to be friends, family, a romantic interest, companies or government agencies to induce people to send money or divulge personal information. Complaints include the following: scammers posing as friends or relatives stranded in foreign countries without money; scammers claiming to be working for or affiliated with a government agency; and scammers claiming to be affiliated with a private entity (e.g. a charity or company). (Fraud Category)
19	<b>Internet Auction:</b> Non-delivery or late delivery of goods; delivery of goods that are less valuable than advertised; failure to disclose all the relevant information about the product or terms of the sale; etc. (Fraud Category)
20	<b>Internet Services:</b> Problems with trial offers from Internet Service Providers ("ISPs"); difficulty canceling an ISP account; issues with Internet entertainment services, Internet gaming, and social networking services; undisclosed charges; website design and hosting services; spyware, adware, and malware issues; as well as general complaints about information or functionality related to websites; etc. (Fraud Category)
21	<b>Investment-Related Complaints:</b> Investment opportunities in day trading; gold and gems; art; rare coins; other investment products; as well as complaints about companies that offer advice or seminars on investments; etc. (Fraud Category)
22	<b>Magazines and Books:</b> Pitches for "free," "pre-paid," or "special" magazine or book subscription deals; etc. (Fraud Category)
23	<b>Mortgage Foreclosure Relief and Debt Management:</b> Complaints about mortgage lenders, brokers, and other entities making false promises to save consumers' homes from foreclosure; mortgage refinancing, mortgage term modifications, and debt management issues; credit organizations charging excessive fees, making false promises to provide free services, pay creditors, or reduce interest rates. (Fraud Category)
24	<b>Office Supplies and Services:</b> Fraudulent or deceptive offers for toner, copier paper, maintenance supplies, equipment maintenance contracts; classified advertising and yellow page invoice scams; website cramming schemes; etc. (Fraud Category)
25	<b>Prizes, Sweepstakes and Lotteries:</b> Promotions for "free" prizes for a fee; foreign lotteries and sweepstakes offered through the phone, fax, e-mail or mail; etc. (Fraud Category)
26	<b>Real Estate:</b> Complaints about deceptive and misleading practices involving real estate agents and companies, real estate appraisers and appraisal services, real estate consultants, real estate property management, and real estate land developers. (Other Category)
27	<b>Shop-at-Home and Catalog Sales:</b> Problems, such as undisclosed costs, failure to deliver on time, non-delivery, and refusal to honor a guarantee, with purchases made via the Internet (not including auction sales), telephone, or mail. (Fraud Category)
28	<b>Telephone and Mobile Services:</b> Complaints about advertising related to mobile plans, rates or coverage areas; unsolicited mobile text messages; problems with mobile applications or downloads; other mobile device problems; charges for calls to "toll-free" numbers; unauthorized charges such as charges for calls consumers didn't make; unauthorized switching of consumers' phone service provider; misleading pre-paid phone card offers; as well as complaints about VoIP services; unsolicited faxes; etc. (Fraud Category)
29	<b>Television and Electronic Media:</b> Problems with TV reception, installation, billing, and promotions for cable/satellite providers; miscellaneous problems with music/DVD/video game purchases; as well as complaints about television programming or advertisements. (Other Category)
30	<b>Travel, Vacations and Timeshare Plans:</b> Deceptive offers for "free" or low-cost vacations; cut-rate student travel packages; misleading timeshare offers; etc. (Fraud Category)



## Appendix B2: Consumer Sentinel Network Complaint Categories<sup>1</sup>

### Calendar Years 2011 through 2013

Category	CY - 2011		CY - 2012		CY - 2013	
	Complaints / Percentages <sup>1</sup>		Complaints / Percentages <sup>1</sup>		Complaints / Percentages <sup>1</sup>	
Advance Payments for Credit Services	48,597	2.56%	47,279	2.24%	50,422	2.40%
Auto-Related Complaints	84,408	4.45%	82,024	3.89%	82,701	3.93%
Banks and Lenders	99,786	5.26%	135,655	6.43%	152,707	7.27%
Business and Job Opportunities	39,664	2.09%	33,272	1.58%	32,939	1.57%
Buyers' Clubs	2,965	0.16%	2,235	0.11%	1,847	0.09%
Charitable Solicitations	4,021	0.21%	3,718	0.18%	2,477	0.12%
Clothing, Textiles and Jewelry	3,518	0.19%	2,469	0.12%	1,720	0.08%
Computer Equipment and Software	16,034	0.85%	13,686	0.65%	14,028	0.67%
Credit Bureaus, Information Furnishers and Report Users	30,930	1.63%	29,936	1.42%	31,810	1.51%
Credit Cards	43,512	2.29%	52,037	2.47%	35,086	1.67%
Debt Collection	185,831	9.79%	202,616	9.60%	204,644	9.74%
Education	3,630	0.19%	3,765	0.18%	3,569	0.17%
Foreign Money Offers and Counterfeit Check Scams	42,380	2.23%	46,829	2.22%	24,752	1.18%
Grants	12,050	0.64%	10,581	0.50%	7,969	0.38%
Health Care	42,205	2.22%	37,619	1.78%	39,452	1.88%
Home Repair, Improvement and Products	13,256	0.70%	13,552	0.64%	9,543	0.45%
Identity Theft	279,216	14.72%	369,145	17.49%	290,056	13.80%
Impostor Scams	70,075	3.69%	85,053	4.03%	121,720	5.79%
Internet Auction	35,947	1.89%	30,319	1.44%	21,026	1.00%
Internet Services	87,315	4.60%	82,106	3.89%	50,311	2.39%
Investment-Related Complaints	7,390	0.39%	7,398	0.35%	5,645	0.27%
Magazines and Books	23,827	1.26%	19,473	0.92%	14,471	0.69%
Mortgage Foreclosure Relief and Debt Management	40,222	2.12%	34,003	1.61%	20,540	0.98%
Office Supplies and Services	20,367	1.07%	24,831	1.18%	19,584	0.93%
Prizes, Sweepstakes and Lotteries	101,940	5.37%	102,149	4.84%	89,944	4.28%
Real Estate	9,736	0.51%	9,021	0.43%	17,798	0.85%
Shop-at-Home and Catalog Sales	105,921	5.58%	118,373	5.61%	66,024	3.14%
Telephone and Mobile Services	89,967	4.74%	79,341	3.76%	116,261	5.53%
Television and Electronic Media	43,437	2.29%	43,535	2.06%	53,087	2.53%
Travel, Vacations and Timeshare Plans	36,564	1.93%	32,592	1.54%	30,094	1.43%

<sup>1</sup>Percentages are based on the total number of CSN complaints for each calendar year: CY-2011 = 1,897,252; CY-2012 = 2,110,916; CY-2013 = 2,101,780. Note that percentages may not sum to 100% because CSN complaints may be coded under multiple product service codes.



## Appendix B3: Consumer Sentinel Network Complaint Category Details<sup>1</sup> Calendar Years 2011 through 2013

### Advance Payments for Credit Services

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Advance-Fee Loans, Credit Arrangers	44,498	2.35 %	43,068	2.04%	46,971	2.23 %
Credit Card Loss Protection	1,393	0.07 %	1,399	0.07%	796	0.04 %
Credit Repair	2,050	0.11 %	2,204	0.10%	1,848	0.09 %
Recovery\Refund Companies	685	0.04 %	634	0.03%	809	0.04 %
<b>Count/Percentage:</b>	<b>48,597</b>	<b>2.56%</b>	<b>47,279</b>	<b>2.24%</b>	<b>50,422</b>	<b>2.40%</b>

### Auto-Related Complaints

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Auto: Financing	914	0.05 %	2,472	0.12%	4,103	0.20 %
Auto: Gas	3,189	0.17 %	2,767	0.13%	2,503	0.12 %
Auto: Parts & Repairs	5,071	0.27 %	4,694	0.22%	3,746	0.18 %
Auto: Renting & Leasing	6,709	0.35 %	6,840	0.32%	7,555	0.36 %
Auto: Sales – New	35,890	1.89 %	34,570	1.64%	35,029	1.67 %
Auto: Sales – Used	29,116	1.53 %	27,876	1.32%	26,355	1.25 %
Auto: Warranty Plans & Services	4,678	0.25 %	3,792	0.18%	4,020	0.19 %
<b>Count/Percentage:</b>	<b>84,408</b>	<b>4.45%</b>	<b>82,024</b>	<b>3.89%</b>	<b>82,701</b>	<b>3.93%</b>

### Banks and Lenders

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Banks, Savings & Loans, and Credit Unions	32,437	1.71 %	36,213	1.72%	36,345	1.73 %
Lending: Auto Title Loans	24	0.00 %	23	0.00%	136	0.01 %
Lending: Banks & Credit Unions	2,665	0.14 %	3,551	0.17%	3,232	0.15 %
Lending: Finance Company	11,553	0.61 %	8,374	0.40%	7,220	0.34 %
Lending: Mortgage	29,942	1.58 %	63,338	3.00%	77,702	3.70 %
Lending: Other Institutions	22,417	1.18 %	18,101	0.86%	12,737	0.61 %
Lending: Payday Loans	242	0.01 %	1,908	0.09%	9,804	0.47 %
Lending: Student Loans	1,126	0.06 %	4,525	0.21%	5,627	0.27 %
<b>Count/Percentage:</b>	<b>99,786</b>	<b>5.26%</b>	<b>135,655</b>	<b>6.43%</b>	<b>152,707</b>	<b>7.27%</b>

### Business and Job Opportunities

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Business Opportunities\Work-At-Home Plans	20,705	1.09 %	14,799	0.70%	11,098	0.53 %
Employ Agencies\Job Counsel\Overseas Work	18,332	0.97 %	16,313	0.77%	19,884	0.95 %
Franchises\Distributorships	15	0.00 %	496	0.02%	277	0.01 %
Inventions\Idea Promotions	675	0.04 %	673	0.03%	580	0.03 %
Multi-Level Mktg\Pyramids\Chain Letters	2,044	0.11 %	2,950	0.14%	1,829	0.09 %
<b>Count/Percentage:</b>	<b>39,664</b>	<b>2.09%</b>	<b>33,272</b>	<b>1.58%</b>	<b>32,939</b>	<b>1.57%</b>

### Buyers' Clubs

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Buyers Clubs (not travel or lottery)	2,965	0.16 %	2,235	0.11%	1,847	0.09 %
<b>Count/Percentage:</b>	<b>2,965</b>	<b>0.16%</b>	<b>2,235</b>	<b>0.11%</b>	<b>1,847</b>	<b>0.09%</b>

<sup>1</sup>Percentages are based on the total number of CSN complaints for each calendar year: CY-2011 = 1,897,252; CY-2012 = 2,110,916; CY-2013 = 2,101,780. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.

## Appendix B3: Consumer Sentinel Network Complaint Category Details<sup>1</sup>

### Calendar Years 2011 through 2013

#### Charitable Solicitations

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Charitable Solicitations	4,021	0.21 %	3,718	0.18%	2,477	0.12 %
<b>Count/Percentage:</b>	<b>4,021</b>	<b>0.21%</b>	<b>3,718</b>	<b>0.18%</b>	<b>2,477</b>	<b>0.12%</b>

#### Clothing, Textiles and Jewelry

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Garments, Wool, Leather Goods & Textiles	2,771	0.15 %	1,713	0.08%	853	0.04 %
Jewelry/Watches	747	0.04 %	757	0.04%	867	0.04 %
<b>Count/Percentage:</b>	<b>3,518</b>	<b>0.19%</b>	<b>2,469</b>	<b>0.12%</b>	<b>1,720</b>	<b>0.08%</b>

#### Computer Equipment and Software

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Computers: Equipment\Software	16,034	0.85 %	13,686	0.65%	14,028	0.67 %
<b>Count/Percentage:</b>	<b>16,034</b>	<b>0.85%</b>	<b>13,686</b>	<b>0.65%</b>	<b>14,028</b>	<b>0.67%</b>

#### Credit Bureaus, Information Furnishers and Report Users

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Credit Bureaus	19,503	1.03 %	20,805	0.99%	28,777	1.37 %
Credit Information Furnishers	11,881	0.63 %	10,040	0.48%	3,504	0.17 %
Credit Report Users	1,557	0.08 %	1,088	0.05%	508	0.02 %
<b>Count/Percentage:</b>	<b>30,930</b>	<b>1.63%</b>	<b>29,936</b>	<b>1.42%</b>	<b>31,810</b>	<b>1.51%</b>

#### Credit Cards

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Credit Cards	43,512	2.29 %	52,037	2.47%	35,086	1.67 %
<b>Count/Percentage:</b>	<b>43,512</b>	<b>2.29%</b>	<b>52,037</b>	<b>2.47%</b>	<b>35,086</b>	<b>1.67%</b>

#### Debt Collection

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Creditor Debt Collection	26,936	1.42 %	23,200	1.10%	13,227	0.63 %
Third Party Debt Collection	160,384	8.45 %	180,895	8.57%	192,211	9.15 %
<b>Count/Percentage:</b>	<b>185,831</b>	<b>9.79%</b>	<b>202,616</b>	<b>9.60%</b>	<b>204,644</b>	<b>9.74%</b>

#### Education

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Education: Colleges and Universities	0	0.00 %	390	0.02%	207	0.01 %
Education: Trade\Vocational Schools	3,630	0.19 %	3,388	0.16%	3,394	0.16 %
<b>Count/Percentage:</b>	<b>3,630</b>	<b>0.19%</b>	<b>3,765</b>	<b>0.18%</b>	<b>3,569</b>	<b>0.17%</b>

#### Foreign Money Offers and Counterfeit Check Scams

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Counterfeit Check Scams	33,363	1.76 %	38,446	1.82%	14,910	0.71 %
Nigerian\Other Foreign Money Offers (not prizes)	9,226	0.49 %	8,439	0.40%	9,861	0.47 %
<b>Count/Percentage:</b>	<b>42,380</b>	<b>2.23%</b>	<b>46,829</b>	<b>2.22%</b>	<b>24,752</b>	<b>1.18%</b>

<sup>1</sup>Percentages are based on the total number of CSN complaints for each calendar year: CY-2011 = 1,897,252; CY-2012 = 2,110,916; CY-2013 = 2,101,780. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.



## Appendix B3: Consumer Sentinel Network Complaint Category Details<sup>1</sup>

### Calendar Years 2011 through 2013

#### Grants

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Grants: Non-Educational	10,619	0.56 %	9,604	0.45%	7,040	0.33 %
Scholarships\Educational Grants	1,444	0.08 %	1,010	0.05%	942	0.04 %
<b>Count/Percentage:</b>	<b>12,050</b>	<b>0.64%</b>	<b>10,581</b>	<b>0.50%</b>	<b>7,969</b>	<b>0.38%</b>

#### Health Care

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Health Care: Diet Products\Centers\Plans	18,803	0.99 %	17,441	0.83%	18,343	0.87 %
Health Care: Dietary Supplements\Herbal Remedies	2,972	0.16 %	2,780	0.13%	2,791	0.13 %
Health Care: Drugs-OTC\Prescription	1,499	0.08 %	1,200	0.06%	1,095	0.05 %
Health Care: Eye Care	3,630	0.19 %	3,331	0.16%	3,142	0.15 %
Health Care: Medical Discount Plans\Cards\Insurance	3,621	0.19 %	3,215	0.15%	3,059	0.15 %
Health Care: Other Medical Treatments	3,887	0.20 %	2,650	0.13%	2,596	0.12 %
Health Care: Other Products\Supplies	7,836	0.41 %	7,056	0.33%	8,493	0.40 %
<b>Count/Percentage:</b>	<b>42,205</b>	<b>2.22%</b>	<b>37,619</b>	<b>1.78%</b>	<b>39,452</b>	<b>1.88%</b>

#### Home Repair, Improvement and Products

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Home Appliances	2,040	0.11 %	1,740	0.08%	1,713	0.08 %
Home Furnishings	2,445	0.13 %	1,880	0.09%	1,501	0.07 %
Home Protection Devices	1,388	0.07 %	2,273	0.11%	1,176	0.06 %
Home Repair	2,974	0.16 %	2,436	0.12%	2,059	0.10 %
Housing	4,444	0.23%	5,259	0.25%	3,130	0.15%
<b>Count/Percentage:</b>	<b>13,256</b>	<b>0.70%</b>	<b>13,552</b>	<b>0.64%</b>	<b>9,543</b>	<b>0.45%</b>

#### Identity Theft

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Identity Theft	279,216	14.72 %	369,145	17.49%	290,056	13.80 %
<b>Count/Percentage:</b>	<b>279,216</b>	<b>14.72 %</b>	<b>369,145</b>	<b>17.49%</b>	<b>290,056</b>	<b>13.80 %</b>

#### Impostor Scams

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Impostor: Business	829	0.04 %	18,956	0.90%	37,385	1.78 %
Impostor: Family\Friend	21,834	1.15 %	11,794	0.56%	12,055	0.57 %
Impostor: Government	47,462	2.50 %	44,130	2.09%	63,212	3.01 %
Romance Scams	3	0.00 %	10,520	0.50%	9,643	0.46 %
<b>Count/Percentage:</b>	<b>70,075</b>	<b>3.69%</b>	<b>85,053</b>	<b>4.03%</b>	<b>121,720</b>	<b>5.79%</b>

#### Internet Auction

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Internet Auction	35,947	1.89 %	30,319	1.44%	21,026	1.00 %
<b>Count/Percentage:</b>	<b>35,947</b>	<b>1.89%</b>	<b>30,319</b>	<b>1.44%</b>	<b>21,026</b>	<b>1.00%</b>

<sup>1</sup>Percentages are based on the total number of CSN complaints for each calendar year: CY-2011 = 1,897,252; CY-2012 = 2,110,916; CY-2013 = 2,101,780. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.



## Appendix B3: Consumer Sentinel Network Complaint Category Details<sup>1</sup> Calendar Years 2011 through 2013

### Internet Services

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Internet Access Services	10,639	0.56 %	8,484	0.40%	6,895	0.33 %
Internet Gaming	2,168	0.11 %	2,642	0.13%	2,986	0.14 %
Internet Information Services	38,630	2.04 %	37,428	1.77%	30,284	1.44 %
Internet Web Site Design\Promotion	4,960	0.26 %	4,219	0.20%	4,237	0.20 %
Social Networking Service	3,467	0.18 %	5,218	0.25%	1,661	0.08 %
Spyware\Adware\Malware	27,531	1.45 %	24,240	1.15%	4,373	0.21 %
<b>Count/Percentage:</b>	<b>87,315</b>	<b>4.60%</b>	<b>82,106</b>	<b>3.89%</b>	<b>50,311</b>	<b>2.39%</b>

### Investment-Related Complaints

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Invest: Advice, Seminars	1,630	0.09 %	1,937	0.09%	1,319	0.06 %
Invest: Art/Gems/Rare Coins	1,121	0.06 %	1,003	0.05%	908	0.04 %
Invest: Other (note in comments)	3,268	0.17 %	3,214	0.15%	2,557	0.12 %
Invest: Stocks\Commodity Futures Trading	1,373	0.07 %	1,245	0.06%	862	0.04 %
<b>Count/Percentage:</b>	<b>7,390</b>	<b>0.39%</b>	<b>7,398</b>	<b>0.35%</b>	<b>5,645</b>	<b>0.27%</b>

### Magazines and Books

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Books	4,858	0.26 %	3,705	0.18%	3,020	0.14 %
Magazines	19,234	1.01 %	16,009	0.76%	11,514	0.55 %
<b>Count/Percentage:</b>	<b>23,827</b>	<b>1.26%</b>	<b>19,473</b>	<b>0.92%</b>	<b>14,471</b>	<b>0.69%</b>

### Mortgage Foreclosure Relief and Debt Management

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Debt Management\Credit Counseling	19,753	1.04 %	15,814	0.75%	4,645	0.22 %
Mortgage Modification\Foreclosure Relief	20,483	1.08 %	18,205	0.86%	15,897	0.76 %
<b>Count/Percentage:</b>	<b>40,222</b>	<b>2.12%</b>	<b>34,003</b>	<b>1.61%</b>	<b>20,540</b>	<b>0.98%</b>

### Office Supplies and Services

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Office Supplies and Services	6,372	0.34 %	7,753	0.37%	5,658	0.27 %
Office: Ad Space\Directory Listings	13,999	0.74 %	17,081	0.81%	13,929	0.66 %
<b>Count/Percentage:</b>	<b>20,367</b>	<b>1.07%</b>	<b>24,831</b>	<b>1.18%</b>	<b>19,584</b>	<b>0.93%</b>

### Prizes, Sweepstakes and Lotteries

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Lotteries\Lottery Ticket Buying Clubs	18,007	0.95 %	20,452	0.97%	22,769	1.08 %
Prizes\Sweepstakes\Gifts	90,859	4.79 %	85,225	4.04%	69,240	3.29 %
<b>Count/Percentage:</b>	<b>101,940</b>	<b>5.37%</b>	<b>102,149</b>	<b>4.84%</b>	<b>89,944</b>	<b>4.28%</b>

<sup>1</sup>Percentages are based on the total number of CSN complaints for each calendar year: CY-2011 = 1,897,252; CY-2012 = 2,110,916; CY-2013 = 2,101,780. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.



## Appendix B3: Consumer Sentinel Network Complaint Category Details<sup>1</sup>

### Calendar Years 2011 through 2013

#### Real Estate

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Real Estate (not Timeshares)	9,736	0.51 %	9,021	0.43%	17,798	0.85 %
<b>Count/Percentage:</b>	<b>9,736</b>	<b>0.51%</b>	<b>9,021</b>	<b>0.43%</b>	<b>17,798</b>	<b>0.85%</b>

#### Shop-at-Home and Catalog Sales

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Shop-at-Home\Catalog Sales	105,921	5.58 %	118,373	5.61%	66,024	3.14 %
<b>Count/Percentage:</b>	<b>105,921</b>	<b>5.58%</b>	<b>118,373</b>	<b>5.61%</b>	<b>66,024</b>	<b>3.14%</b>

#### Telephone and Mobile Services

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Mobile: Applications\Other Downloads	329	0.02 %	377	0.02%	453	0.02 %
Mobile: Carrier Rates\Plans	2,554	0.13 %	2,286	0.11%	1,833	0.09 %
Mobile: Other	63,790	3.36 %	52,829	2.50%	46,635	2.22 %
Mobile: Text Messages	2,871	0.15 %	6,726	0.32%	54,810	2.61 %
Mobile: Unauthorized Charges or Debits	626	0.03 %	714	0.03%	363	0.02 %
Telephone: Carrier Switching	590	0.03 %	453	0.02%	333	0.02 %
Telephone: Other	11,463	0.60 %	11,632	0.55%	7,455	0.35 %
Telephone: Prepaid Phone Cards	3,309	0.17 %	3,211	0.15%	4,725	0.22 %
Telephone: Unauthorized Charges or Debits	4,061	0.21 %	1,910	0.09%	1,045	0.05 %
Telephone: VoIP Services	910	0.05 %	773	0.04%	754	0.04 %
Unsolicited Faxes	564	0.03 %	438	0.02%	179	0.01 %
<b>Count/Percentage:</b>	<b>89,967</b>	<b>4.74%</b>	<b>79,341</b>	<b>3.76%</b>	<b>116,261</b>	<b>5.53%</b>

#### Television and Electronic Media

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
DVD\Video\Film	950	0.05 %	505	0.02%	232	0.01 %
Music: All Formats	645	0.03 %	759	0.04%	421	0.02 %
Television (Programming and Advertisements)	1,494	0.08 %	1,226	0.06%	815	0.04 %
Television: Satellite & Cable	38,305	2.02 %	37,338	1.77%	48,241	2.30 %
Video Games	2,231	0.12 %	3,712	0.18%	3,381	0.16 %
<b>Count/Percentage:</b>	<b>43,437</b>	<b>2.29%</b>	<b>43,535</b>	<b>2.06%</b>	<b>53,087</b>	<b>2.53%</b>

#### Travel, Vacations and Timeshare Plans

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Timeshare Resales	6,043	0.32 %	4,752	0.23%	3,592	0.17 %
Timeshare Sales	7,006	0.37 %	6,692	0.32%	6,184	0.29 %
Travel\Vacations	23,625	1.25 %	21,194	1.00%	20,396	0.97 %
<b>Count/Percentage:</b>	<b>36,564</b>	<b>1.93%</b>	<b>32,592</b>	<b>1.54%</b>	<b>30,094</b>	<b>1.43%</b>

<sup>1</sup>Percentages are based on the total number of CSN complaints for each calendar year: CY-2011 = 1,897,252; CY-2012 = 2,110,916; CY-2013 = 2,101,780. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.



## Appendix B3: Consumer Sentinel Network Complaint Category Details<sup>1</sup> Calendar Years 2011 through 2013

### Miscellaneous Complaints

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Children's Products	1,871	0.10%	1,859	0.09%	1,454	0.07%
Food	1,119	0.06%	1,056	0.05%	716	0.03%
Funeral Services	1,343	0.07%	1,232	0.06%	1,200	0.06%
Health Care Provider Billing	840	0.04%	936	0.04%	768	0.04%
Immigration Services	1,220	0.06%	746	0.04%	891	0.04%
Insurance (Other than Medical)	2,280	0.12%	2,069	0.10%	2,025	0.10%
Leasing: Business	578	0.03%	472	0.02%	419	0.02%
Modeling Agencies\Services	1,017	0.05%	799	0.04%	732	0.03%
Personal Care Products	596	0.03%	576	0.03%	505	0.02%
Property\Inheritance Tracers	1,740	0.09%	1,296	0.06%	1,269	0.06%
Tax Preparers	0	0.00%	19	0.00%	641	0.03%
Tobacco Products	942	0.05%	537	0.03%	1,162	0.06%
Utilities	2,987	0.16%	2,364	0.11%	1,640	0.08%

### Unspecified Complaints

Product Service	CY - 2011	Percentage <sup>1</sup>	CY - 2012	Percentage <sup>1</sup>	CY - 2013	Percentage <sup>1</sup>
Other (Note in Comments)	192,542	10.15%	149,256	7.07%	293,668	13.97%
Telemarketing, Other	64,833	3.42%	190,265	9.01%	184,174	8.76%
Unauthorized Debits or Charges for Unknown Products	2,084	0.11%	2,194	0.10%	1,903	0.09%
Unsolicited Email	31,809	1.68%	33,124	1.57%	11,235	0.53%

<sup>1</sup>Percentages are based on the total number of CSN complaints for each calendar year: CY-2011 = 1,897,252; CY-2012 = 2,110,916; CY-2013 = 2,101,780. Note that counts and percentages may not add up to the total in each category because CSN complaints may have multiple product service codes.



## Appendix C: Consumer Sentinel Network Fraud Complaints & Amount Paid Reported by State and the District of Columbia

*January 1 – December 31, 2013*

State Name	Total Fraud Complaints	Total Amount Paid Reported	Complaints Reporting Amount Paid	Percentages Reporting Amount Paid	Average Amount Paid <sup>1</sup>
Alabama	12,614	\$14,572,803	8,573	68%	\$1,700
Alaska	1,951	\$1,976,901	1,455	75%	\$1,359
Arizona	20,529	\$31,453,296	14,103	69%	\$2,230
Arkansas	6,924	\$6,883,778	4,504	65%	\$1,528
California	125,272	\$232,509,838	65,969	53%	\$3,525
Colorado	15,896	\$32,945,725	10,824	68%	\$3,044
Connecticut	9,414	\$13,319,737	6,084	65%	\$2,189
Delaware	3,048	\$7,080,961	1,865	61%	\$3,797
District of Columbia	2,713	\$6,229,519	1,797	66%	\$3,467
Florida	96,819	\$107,510,003	39,835	41%	\$2,699
Georgia	36,576	\$50,137,617	16,447	45%	\$3,048
Hawaii	3,632	\$6,529,272	2,457	68%	\$2,657
Idaho	3,964	\$4,922,197	2,646	67%	\$1,860
Illinois	29,991	\$48,669,624	18,539	62%	\$2,625
Indiana	15,889	\$20,448,119	10,933	69%	\$1,870
Iowa	6,559	\$9,609,133	4,277	65%	\$2,247
Kansas	6,738	\$8,375,045	4,620	69%	\$1,813
Kentucky	9,969	\$10,191,760	6,503	65%	\$1,567
Louisiana	12,242	\$12,253,429	7,458	61%	\$1,643
Maine	2,978	\$2,052,258	2,023	68%	\$1,014
Maryland	19,625	\$27,647,254	13,222	67%	\$2,091
Massachusetts	19,678	\$27,930,415	11,846	60%	\$2,358
Michigan	37,391	\$27,960,711	14,620	39%	\$1,912
Minnesota	12,889	\$15,251,435	8,385	65%	\$1,819
Mississippi	7,143	\$6,688,880	4,886	68%	\$1,369
Missouri	15,548	\$14,246,325	9,601	62%	\$1,484
Montana	2,478	\$2,436,613	1,802	73%	\$1,352
Nebraska	4,184	\$4,984,689	2,729	65%	\$1,827
Nevada	11,041	\$32,267,593	7,364	67%	\$4,382
New Hampshire	3,710	\$4,263,119	2,455	66%	\$1,737
New Jersey	27,687	\$39,384,322	17,476	63%	\$2,254
New Mexico	5,261	\$6,655,829	3,733	71%	\$1,783
New York	54,328	\$80,375,005	32,835	60%	\$2,448
North Carolina	25,156	\$31,713,725	16,021	64%	\$1,980
North Dakota	1,387	\$4,427,343	920	66%	\$4,812
Ohio	29,680	\$31,275,657	19,328	65%	\$1,618
Oklahoma	8,468	\$14,302,317	5,568	66%	\$2,569
Oregon	10,271	\$13,607,902	6,997	68%	\$1,945
Pennsylvania	34,577	\$41,625,023	21,587	62%	\$1,928
Rhode Island	2,724	\$2,831,293	1,560	57%	\$1,815
South Carolina	11,910	\$13,718,629	8,023	67%	\$1,710
South Dakota	1,554	\$2,600,645	1,031	66%	\$2,522
Tennessee	17,289	\$21,892,425	11,319	65%	\$1,934
Texas	79,609	\$99,651,102	41,477	52%	\$2,403
Utah	6,351	\$9,703,772	4,262	67%	\$2,277
Vermont	1,377	\$2,031,580	990	72%	\$2,052
Virginia	24,714	\$34,644,883	16,869	68%	\$2,054
Washington	19,927	\$36,282,700	13,686	69%	\$2,651
West Virginia	4,769	\$6,625,202	3,443	72%	\$1,924
Wisconsin	14,118	\$16,752,663	9,022	64%	\$1,857
Wyoming	1,388	\$2,581,038	1,008	73%	\$2,561

<sup>1</sup>Average amount paid is based on the total number of fraud complaints where amount paid was reported by consumers from the respective States. The amount paid is based on complaints reporting values from \$0 to \$999,999.

Note: This appendix excludes 16 state-specific data contributors' complaints (the Montana, North Carolina and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Michigan, Mississippi, Ohio, and Washington).

## Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup>

*January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Abilene, TX Metropolitan Statistical Area	452	273.5	344
Akron, OH Metropolitan Statistical Area	2,968	422.1	83
Albany, GA Metropolitan Statistical Area	422	268.3	347
Albany, OR Metropolitan Statistical Area	453	388.3	139
Albany-Schenectady-Troy, NY Metropolitan Statistical Area	3,483	400.0	124
Albuquerque, NM Metropolitan Statistical Area	3,753	423.1	81
Alexandria, LA Metropolitan Statistical Area	490	318.3	272
Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	3,377	411.2	100
Altoona, PA Metropolitan Statistical Area	455	358.0	193
Amarillo, TX Metropolitan Statistical Area	907	360.0	189
Anchorage, AK Metropolitan Statistical Area	1,526	400.7	121
Ann Arbor, MI Metropolitan Statistical Area	1,306	378.8	158
Anniston-Oxford-Jacksonville, AL Metropolitan Statistical Area	475	400.6	122
Appleton, WI Metropolitan Statistical Area	734	325.3	262
Asheville, NC Metropolitan Statistical Area	1,835	431.9	72
Ashtabula, OH Metropolitan Statistical Area	354	348.8	217
Athens-Clarke County, GA Metropolitan Statistical Area	563	292.4	317
Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	25,389	480.2	29
Atlantic City-Hammonton, NJ Metropolitan Statistical Area	1,165	424.3	80
Auburn-Opelika, AL Metropolitan Statistical Area	474	338.0	241
Augusta-Richmond County, GA-SC Metropolitan Statistical Area	2,090	370.0	170
Augusta-Waterbury, ME Micropolitan Statistical Area	423	346.3	225
Austin-Round Rock, TX Metropolitan Statistical Area	7,682	447.6	52
Bakersfield, CA Metropolitan Statistical Area	2,378	283.2	330
Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	14,242	525.4	12
Bangor, ME Metropolitan Statistical Area	546	354.7	203
Barnstable Town, MA Metropolitan Statistical Area	853	395.1	129
Baton Rouge, LA Metropolitan Statistical Area	2,902	361.6	184
Battle Creek, MI Metropolitan Statistical Area	394	289.4	323
Bay City, MI Metropolitan Statistical Area	300	278.4	337
Beaumont-Port Arthur, TX Metropolitan Statistical Area	1,390	344.8	229
Beckley, WV Metropolitan Statistical Area	514	411.5	98
Bellingham, WA Metropolitan Statistical Area	1,226	609.5	3
Bend-Redmond, OR Metropolitan Statistical Area	686	434.9	68
Billings, MT Metropolitan Statistical Area	520	327.2	258
Binghamton, NY Metropolitan Statistical Area	874	347.2	224
Birmingham-Hoover, AL Metropolitan Statistical Area	4,581	406.1	107
Bismarck, ND Metropolitan Statistical Area	280	243.9	366
Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area	562	315.3	275
Bloomington, IL Metropolitan Statistical Area	649	348.7	219
Bloomington, IN Metropolitan Statistical Area	541	339.1	239
Bluefield, WV-VA Micropolitan Statistical Area	317	295.3	314
Boise City, ID Metropolitan Statistical Area	2,653	430.3	76
Boston-Cambridge-Newton, MA-NH Metropolitan Statistical Area	17,680	388.4	138
Boulder, CO Metropolitan Statistical Area	1,442	489.5	23
Bowling Green, KY Metropolitan Statistical Area	531	334.8	247
Bremerton-Silverdale, WA Metropolitan Statistical Area	1,219	485.4	26
Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	3,607	393.4	133
Brownsville-Harlingen, TX Metropolitan Statistical Area	598	147.2	375

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 16 state-specific data contributors' complaints (the Montana, North Carolina, and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Michigan, Mississippi, Ohio, and Washington).

## Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup>

*January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Brunswick, GA Metropolitan Statistical Area	369	328.4	256
Buffalo-Cheektowaga-Niagara Falls, NY Metropolitan Statistical Area	4,356	383.6	151
Burlington, NC Metropolitan Statistical Area	504	333.5	250
Burlington-South Burlington, VT Metropolitan Statistical Area	655	310.0	287
California-Lexington Park, MD Metropolitan Statistical Area	436	414.6	91
Canton-Massillon, OH Metropolitan Statistical Area	1,622	401.1	118
Cape Coral-Fort Myers, FL Metropolitan Statistical Area	2,780	449.3	49
Carbondale-Marion, IL Metropolitan Statistical Area	352	278.1	339
Cedar Rapids, IA Metropolitan Statistical Area	751	291.2	321
Chambersburg-Waynesboro, PA Metropolitan Statistical Area	490	327.5	257
Champaign-Urbana, IL Metropolitan Statistical Area	802	345.9	226
Charleston, WV Metropolitan Statistical Area	754	332.0	252
Charleston-North Charleston, SC Metropolitan Statistical Area	3,097	466.0	40
Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	9,782	441.2	62
Charlottesville, VA Metropolitan Statistical Area	973	444.9	56
Chattanooga, TN-GA Metropolitan Statistical Area	2,302	435.9	67
Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	34,415	363.8	181
Chico, CA Metropolitan Statistical Area	748	340.0	237
Cincinnati, OH-KY-IN Metropolitan Statistical Area	8,343	394.5	130
Claremont-Lebanon, NH-VT Micropolitan Statistical Area	797	364.8	180
Clarksville, TN-KY Metropolitan Statistical Area	1,124	431.3	73
Cleveland, TN Metropolitan Statistical Area	459	396.4	126
Cleveland-Elyria, OH Metropolitan Statistical Area	9,604	462.3	43
Coeur d'Alene, ID Metropolitan Statistical Area	644	465.0	42
College Station-Bryan, TX Metropolitan Statistical Area	649	283.8	329
Colorado Springs, CO Metropolitan Statistical Area	3,600	557.6	6
Columbia, MO Metropolitan Statistical Area	585	359.7	191
Columbia, SC Metropolitan Statistical Area	3,181	414.4	92
Columbus, GA-AL Metropolitan Statistical Area	1,276	432.7	71
Columbus, OH Metropolitan Statistical Area	9,351	491.6	21
Concord, NH Micropolitan Statistical Area	660	450.7	47
Cookeville, TN Micropolitan Statistical Area	357	336.7	243
Corpus Christi, TX Metropolitan Statistical Area	1,295	302.4	297
Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area	1,169	495.6	20
Cumberland, MD-WV Metropolitan Statistical Area	360	348.5	220
Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	29,924	465.7	41
Dalton, GA Metropolitan Statistical Area	342	240.5	367
Danville, VA Micropolitan Statistical Area	319	299.4	305
Daphne-Fairhope-Foley, AL Metropolitan Statistical Area	735	403.3	113
Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area	1,248	328.7	255
Dayton, OH Metropolitan Statistical Area	3,592	449.4	48
Decatur, AL Metropolitan Statistical Area	458	297.7	309
Decatur, IL Metropolitan Statistical Area	294	265.4	352
Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	2,953	500.3	18
Denver-Aurora-Lakewood, CO Metropolitan Statistical Area	13,079	514.2	14
Des Moines-West Des Moines, IA Metropolitan Statistical Area	2,030	356.4	199
Detroit-Warren-Dearborn, MI Metropolitan Statistical Area	15,617	363.5	182
Dothan, AL Metropolitan Statistical Area	388	266.4	350
Dover, DE Metropolitan Statistical Area	877	540.3	10

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 16 state-specific data contributors' complaints (the Montana, North Carolina, and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Michigan, Mississippi, Ohio, and Washington).

## Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup>

*January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Duluth, MN-WI Metropolitan Statistical Area	853	304.9	291
Dunn, NC Micropolitan Statistical Area	369	321.8	267
Durham-Chapel Hill, NC Metropolitan Statistical Area	1,728	342.6	232
East Stroudsburg, PA Metropolitan Statistical Area	798	469.8	37
Eau Claire, WI Metropolitan Statistical Area	575	356.8	195
El Centro, CA Metropolitan Statistical Area	275	157.6	374
El Paso, TX Metropolitan Statistical Area	2,407	299.3	306
Elizabethtown-Fort Knox, KY Metropolitan Statistical Area	723	487.4	24
Elkhart-Goshen, IN Metropolitan Statistical Area	566	286.5	327
Erie, PA Metropolitan Statistical Area	986	351.4	209
Eugene, OR Metropolitan Statistical Area	1,294	367.9	174
Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area	484	359.5	192
Evansville, IN-KY Metropolitan Statistical Area	1,138	365.3	178
Fargo, ND-MN Metropolitan Statistical Area	658	315.2	276
Farmington, NM Metropolitan Statistical Area	360	276.8	340
Fayetteville, NC Metropolitan Statistical Area	1,754	478.7	30
Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area	1,644	354.9	202
Flagstaff, AZ Metropolitan Statistical Area	438	325.8	260
Flint, MI Metropolitan Statistical Area	1,506	353.7	207
Florence, SC Metropolitan Statistical Area	634	308.4	289
Florence-Muscle Shoals, AL Metropolitan Statistical Area	401	272.5	345
Fond du Lac, WI Metropolitan Statistical Area	340	334.5	249
Fort Collins, CO Metropolitan Statistical Area	1,321	440.9	63
Fort Smith, AR-OK Metropolitan Statistical Area	792	282.4	333
Fort Wayne, IN Metropolitan Statistical Area	1,542	370.4	169
Fresno, CA Metropolitan Statistical Area	2,779	298.7	308
Gadsden, AL Metropolitan Statistical Area	344	329.4	253
Gainesville, FL Metropolitan Statistical Area	1,147	434.0	69
Gainesville, GA Metropolitan Statistical Area	518	288.3	324
Gettysburg, PA Metropolitan Statistical Area	296	291.9	319
Glens Falls, NY Metropolitan Statistical Area	517	401.0	119
Goldboro, NC Metropolitan Statistical Area	322	262.6	356
Grand Junction, CO Metropolitan Statistical Area	523	356.5	198
Grand Rapids-Wyoming, MI Metropolitan Statistical Area	3,188	322.4	265
Greeley, CO Metropolitan Statistical Area	923	365.1	179
Green Bay, WI Metropolitan Statistical Area	968	316.1	274
Greensboro-High Point, NC Metropolitan Statistical Area	2,796	386.3	144
Greenville, NC Metropolitan Statistical Area	522	310.4	286
Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area	3,229	391.8	134
Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area	1,335	360.1	188
Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area	1,097	436.0	66
Hammond, LA Metropolitan Statistical Area	421	347.7	223
Hanford-Corcoran, CA Metropolitan Statistical Area	392	256.2	359
Harrisburg-Carlisle, PA Metropolitan Statistical Area	2,467	449.0	50
Harrisonburg, VA Metropolitan Statistical Area	425	339.4	238
Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	4,370	360.4	186
Hattiesburg, MS Metropolitan Statistical Area	501	350.7	213
Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area	1,088	297.7	310
Hilo, HI Micropolitan Statistical Area	771	416.6	86

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 16 state-specific data contributors' complaints (the Montana, North Carolina, and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Michigan, Mississippi, Ohio, and Washington).

## Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup>

*January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Hilton Head Island-Bluffton-Beaufort, SC Metropolitan Statistical Area	729	389.8	136
Holland, MI Micropolitan Statistical Area	288	258.5	358
Homosassa Springs, FL Metropolitan Statistical Area	899	636.5	1
Houma-Thibodaux, LA Metropolitan Statistical Area	514	246.9	363
Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	23,984	405.1	109
Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area	1,036	283.9	328
Huntsville, AL Metropolitan Statistical Area	1,714	410.4	101
Idaho Falls, ID Metropolitan Statistical Area	466	349.7	215
Indianapolis-Carmel-Anderson, IN Metropolitan Statistical Area	7,379	390.9	135
Iowa City, IA Metropolitan Statistical Area	536	351.3	210
Ithaca, NY Metropolitan Statistical Area	306	301.3	301
Jackson, MI Metropolitan Statistical Area	516	322.0	266
Jackson, MS Metropolitan Statistical Area	2,201	388.1	140
Jackson, TN Metropolitan Statistical Area	389	299.2	307
Jacksonville, FL Metropolitan Statistical Area	7,467	554.9	7
Jacksonville, NC Metropolitan Statistical Area	700	393.8	132
Jamestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area	381	282.4	332
Janesville-Beloit, WI Metropolitan Statistical Area	616	384.2	149
Jefferson City, MO Metropolitan Statistical Area	475	317.1	273
Johnson City, TN Metropolitan Statistical Area	761	383.0	153
Johnstown, PA Metropolitan Statistical Area	496	345.2	227
Jonesboro, AR Metropolitan Statistical Area	286	236.3	368
Joplin, MO Metropolitan Statistical Area	539	307.1	290
Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area	587	378.9	157
Kalamazoo-Portage, MI Metropolitan Statistical Area	1,165	356.7	197
Kankakee, IL Metropolitan Statistical Area	334	294.4	315
Kansas City, MO-KS Metropolitan Statistical Area	7,730	384.7	148
Kennewick-Richland, WA Metropolitan Statistical Area	807	318.5	270
Killeen-Temple, TX Metropolitan Statistical Area	1,904	469.8	38
Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area	971	313.7	280
Kingston, NY Metropolitan Statistical Area	879	481.7	27
Knoxville, TN Metropolitan Statistical Area	3,489	416.6	87
La Crosse-Onalaska, WI-MN Metropolitan Statistical Area	377	282.0	334
Lafayette, LA Metropolitan Statistical Area	1,239	265.5	351
Lafayette-West Lafayette, IN Metropolitan Statistical Area	627	310.7	285
Lake Charles, LA Metropolitan Statistical Area	768	384.8	147
Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	893	446.1	54
Lakeland-Winter Haven, FL Metropolitan Statistical Area	2,414	400.9	120
Lancaster, PA Metropolitan Statistical Area	1,563	300.9	302
Lansing-East Lansing, MI Metropolitan Statistical Area	1,555	335.1	246
Laredo, TX Metropolitan Statistical Area	336	134.2	377
Las Cruces, NM Metropolitan Statistical Area	756	361.3	185
Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	10,583	542.4	9
Lawrence, KS Metropolitan Statistical Area	481	434.0	70
Lawton, OK Metropolitan Statistical Area	457	350.8	212
Lebanon, PA Metropolitan Statistical Area	401	300.2	304
Lewiston-Auburn, ME Metropolitan Statistical Area	326	302.7	296
Lexington-Fayette, KY Metropolitan Statistical Area	1,901	402.7	115
Lima, OH Metropolitan Statistical Area	322	302.8	295

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 16 state-specific data contributors' complaints (the Montana, North Carolina, and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Michigan, Mississippi, Ohio, and Washington).

## Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup>

*January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Lincoln, NE Metropolitan Statistical Area	962	318.4	271
Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	2,518	359.8	190
Logan, UT-ID Metropolitan Statistical Area	344	274.2	343
London, KY Micropolitan Statistical Area	312	246.9	364
Longview, TX Metropolitan Statistical Area	648	302.3	298
Longview, WA Metropolitan Statistical Area	329	321.3	269
Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area	51,024	397.7	125
Louisville/Jefferson County, KY-IN Metropolitan Statistical Area	5,111	413.6	96
Lubbock, TX Metropolitan Statistical Area	836	287.5	325
Lumberton, NC Micropolitan Statistical Area	294	219.1	372
Lynchburg, VA Metropolitan Statistical Area	1,018	403.0	114
Macon, GA Metropolitan Statistical Area	814	350.4	214
Madera, CA Metropolitan Statistical Area	349	231.3	370
Madison, WI Metropolitan Statistical Area	2,465	407.1	106
Manchester-Nashua, NH Metropolitan Statistical Area	1,723	430.0	77
Mansfield, OH Metropolitan Statistical Area	368	295.6	312
McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	1,138	146.9	376
Medford, OR Metropolitan Statistical Area	786	386.8	143
Memphis, TN-MS-AR Metropolitan Statistical Area	5,494	414.7	90
Merced, CA Metropolitan Statistical Area	632	247.1	362
Meridian, MS Micropolitan Statistical Area	326	303.4	294
Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	28,103	505.0	17
Michigan City-La Porte, IN Metropolitan Statistical Area	383	343.6	230
Midland, TX Metropolitan Statistical Area	529	373.4	166
Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area	6,281	403.7	112
Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area	13,482	402.6	116
Missoula, MT Metropolitan Statistical Area	471	430.9	74
Mobile, AL Metropolitan Statistical Area	1,909	462.2	44
Modesto, CA Metropolitan Statistical Area	1,454	282.6	331
Monroe, LA Metropolitan Statistical Area	726	411.5	99
Monroe, MI Metropolitan Statistical Area	444	292.1	318
Montgomery, AL Metropolitan Statistical Area	1,451	387.4	142
Morgantown, WV Metropolitan Statistical Area	491	378.5	159
Morristown, TN Metropolitan Statistical Area	358	314.2	279
Mount Vernon-Anacortes, WA Metropolitan Statistical Area	482	412.3	97
Muncie, IN Metropolitan Statistical Area	368	312.7	281
Muskegon, MI Metropolitan Statistical Area	517	300.3	303
Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area	1,959	520.0	13
Napa, CA Metropolitan Statistical Area	511	374.4	164
Naples-Immokalee-Marco Island, FL Metropolitan Statistical Area	1,230	382.6	154
Nashville-Davidson--Murfreesboro--Franklin, TN Metropolitan Statistical Area	7,466	446.8	53
New Bern, NC Metropolitan Statistical Area	536	422.7	82
New Haven-Milford, CT Metropolitan Statistical Area	3,287	381.1	155
New Orleans-Metairie, LA Metropolitan Statistical Area	4,809	404.2	110
New York-Newark-Jersey City, NY-NJ-PA Metropolitan Statistical Area	78,369	400.5	123
Niles-Benton Harbor, MI Metropolitan Statistical Area	555	353.9	205
North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	3,362	478.7	31
Norwich-New London, CT Metropolitan Statistical Area	1,016	370.7	168
Ocala, FL Metropolitan Statistical Area	1,464	441.9	61

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

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## Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup>

*January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Odessa, TX Metropolitan Statistical Area	479	349.3	216
Ogden-Clearfield, UT Metropolitan Statistical Area	2,032	340.3	236
Ogdensburg-Massena, NY Micropolitan Statistical Area	284	253.7	360
Oklahoma City, OK Metropolitan Statistical Area	4,295	342.8	231
Olympia-Tumwater, WA Metropolitan Statistical Area	1,236	490.0	22
Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area	3,495	403.9	111
Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	10,158	475.9	32
Oshkosh-Neenah, WI Metropolitan Statistical Area	563	337.1	242
Ottawa-Peru, IL Micropolitan Statistical Area	539	347.9	222
Owensboro, KY Metropolitan Statistical Area	346	301.5	299
Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area	3,375	409.9	102
Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	2,648	487.3	25
Panama City, FL Metropolitan Statistical Area	811	439.1	64
Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	2,127	473.7	33
Peoria, IL Metropolitan Statistical Area	1,247	328.9	254
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	24,989	418.9	85
Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	21,550	514.0	15
Pine Bluff, AR Metropolitan Statistical Area	216	215.4	373
Pittsburgh, PA Metropolitan Statistical Area	10,025	425.5	79
Pittsfield, MA Metropolitan Statistical Area	436	332.3	251
Port St. Lucie, FL Metropolitan Statistical Area	2,005	472.8	35
Portland-South Portland, ME Metropolitan Statistical Area	1,756	341.6	234
Portland-Vancouver-Hillsboro, OR-WA Metropolitan Statistical Area	9,860	442.9	60
Pottsville, PA Micropolitan Statistical Area	529	356.7	196
Prescott, AZ Metropolitan Statistical Area	1,311	621.2	2
Providence-Warwick, RI-MA Metropolitan Statistical Area	5,196	324.6	263
Provo-Orem, UT Metropolitan Statistical Area	1,473	279.6	335
Pueblo, CO Metropolitan Statistical Area	587	369.0	171
Punta Gorda, FL Metropolitan Statistical Area	712	445.1	55
Racine, WI Metropolitan Statistical Area	718	367.4	175
Raleigh, NC Metropolitan Statistical Area	4,681	414.1	94
Rapid City, SD Metropolitan Statistical Area	459	341.0	235
Reading, PA Metropolitan Statistical Area	1,444	351.0	211
Redding, CA Metropolitan Statistical Area	683	385.4	145
Reno, NV Metropolitan Statistical Area	1,949	458.1	46
Richmond, VA Metropolitan Statistical Area	6,197	513.0	16
Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	16,642	393.9	131
Roanoke, VA Metropolitan Statistical Area	1,258	407.5	105
Rochester, MN Metropolitan Statistical Area	611	295.3	313
Rochester, NY Metropolitan Statistical Area	4,061	376.1	162
Rockford, IL Metropolitan Statistical Area	1,206	345.1	228
Rocky Mount, NC Metropolitan Statistical Area	410	269.0	346
Roseburg, OR Micropolitan Statistical Area	454	421.7	84
Sacramento--Roseville--Arden-Arcade, CA Metropolitan Statistical Area	8,937	415.8	88
Saginaw, MI Metropolitan Statistical Area	527	263.3	355
Salem, OH Micropolitan Statistical Area	369	342.2	233
Salem, OR Metropolitan Statistical Area	1,380	353.2	208
Salinas, CA Metropolitan Statistical Area	1,098	264.5	353
Salisbury, MD-DE Metropolitan Statistical Area	1,477	395.1	128

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 16 state-specific data contributors' complaints (the Montana, North Carolina, and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Michigan, Mississippi, Ohio, and Washington).

## Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup>

*January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Salt Lake City, UT Metropolitan Statistical Area	3,993	367.0	176
San Angelo, TX Metropolitan Statistical Area	340	304.1	293
San Antonio-New Braunfels, TX Metropolitan Statistical Area	8,001	373.4	165
San Diego-Carlsbad, CA Metropolitan Statistical Area	14,866	480.3	28
San Francisco-Oakland-Hayward, CA Metropolitan Statistical Area	18,639	429.9	78
San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	6,981	380.0	156
San Luis Obispo-Paso Robles-Arroyo Grande, CA Metropolitan Statistical Area	1,117	414.3	93
Santa Cruz-Watsonville, CA Metropolitan Statistical Area	914	348.3	221
Santa Fe, NM Metropolitan Statistical Area	806	559.1	5
Santa Maria-Santa Barbara, CA Metropolitan Statistical Area	1,515	357.4	194
Santa Rosa, CA Metropolitan Statistical Area	1,857	383.8	150
Savannah, GA Metropolitan Statistical Area	1,522	437.8	65
Scranton--Wilkes-Barre--Hazleton, PA Metropolitan Statistical Area	2,232	396.0	127
Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	16,270	473.0	34
Sebastian-Vero Beach, FL Metropolitan Statistical Area	612	443.4	59
Sheboygan, WI Metropolitan Statistical Area	317	274.4	342
Sherman-Denison, TX Metropolitan Statistical Area	445	368.1	173
Show Low, AZ Micropolitan Statistical Area	315	293.2	316
Shreveport-Bossier City, LA Metropolitan Statistical Area	1,685	383.1	152
Sierra Vista-Douglas, AZ Metropolitan Statistical Area	714	543.6	8
Sioux City, IA-NE-SD Metropolitan Statistical Area	444	263.4	354
Sioux Falls, SD Metropolitan Statistical Area	767	336.0	245
South Bend-Mishawaka, IN-MI Metropolitan Statistical Area	1,034	323.9	264
Spartanburg, SC Metropolitan Statistical Area	977	311.9	282
Spokane-Spokane Valley, WA Metropolitan Statistical Area	2,489	471.6	36
Springfield, IL Metropolitan Statistical Area	746	355.0	201
Springfield, MA Metropolitan Statistical Area	2,289	368.3	172
Springfield, MO Metropolitan Statistical Area	1,682	385.2	146
Springfield, OH Metropolitan Statistical Area	614	443.9	58
St. Cloud, MN Metropolitan Statistical Area	551	291.4	320
St. George, UT Metropolitan Statistical Area	492	356.2	200
St. Joseph, MO-KS Metropolitan Statistical Area	330	259.2	357
St. Louis, MO-IL Metropolitan Statistical Area	10,347	371.2	167
State College, PA Metropolitan Statistical Area	429	278.6	336
Staunton-Waynesboro, VA Metropolitan Statistical Area	427	360.3	187
Stockton-Lodi, CA Metropolitan Statistical Area	2,088	304.7	292
Sumter, SC Metropolitan Statistical Area	335	311.8	283
Syracuse, NY Metropolitan Statistical Area	2,755	415.8	89
Tallahassee, FL Metropolitan Statistical Area	1,503	409.1	104
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	13,820	496.5	19
Terre Haute, IN Metropolitan Statistical Area	561	325.4	261
Texarkana, TX-AR Metropolitan Statistical Area	469	314.3	278
Toledo, OH Metropolitan Statistical Area	2,161	354.3	204
Topeka, KS Metropolitan Statistical Area	855	365.6	177
Torrington, CT Micropolitan Statistical Area	764	402.3	117
Traverse City, MI Micropolitan Statistical Area	425	296.4	311
Trenton, NJ Metropolitan Statistical Area	1,641	447.7	51
Tucson, AZ Metropolitan Statistical Area	4,220	430.5	75
Tulahoma-Manchester, TN Micropolitan Statistical Area	249	248.5	361

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 16 state-specific data contributors' complaints (the Montana, North Carolina, and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Michigan, Mississippi, Ohio, and Washington).

## Appendix D1: Fraud and Other Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup> *January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Tulsa, OK Metropolitan Statistical Area	3,269	348.7	218
Tupelo, MS Micropolitan Statistical Area	482	353.7	206
Tuscaloosa, AL Metropolitan Statistical Area	716	311.1	284
Tyler, TX Metropolitan Statistical Area	791	377.2	161
Urban Honolulu, HI Metropolitan Statistical Area	3,232	339.1	240
Utica-Rome, NY Metropolitan Statistical Area	1,002	334.7	248
Valdosta, GA Metropolitan Statistical Area	374	267.9	348
Vallejo-Fairfield, CA Metropolitan Statistical Area	1,894	458.2	45
Vineland-Bridgeton, NJ Metropolitan Statistical Area	455	290.0	322
Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	7,854	468.4	39
Visalia-Porterville, CA Metropolitan Statistical Area	997	225.5	371
Waco, TX Metropolitan Statistical Area	725	286.8	326
Wamer Robins, GA Metropolitan Statistical Area	736	409.8	103
Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	33,019	585.8	4
Waterloo-Cedar Falls, IA Metropolitan Statistical Area	467	278.3	338
Watertown-Fort Drum, NY Metropolitan Statistical Area	451	388.0	141
Wausau, WI Metropolitan Statistical Area	404	301.4	300
Weirton-Steubenville, WV-OH Metropolitan Statistical Area	655	526.3	11
Wenatchee, WA Metropolitan Statistical Area	342	308.4	288
Wheeling, WV-OH Metropolitan Statistical Area	408	275.8	341
Whitewater-Elkhorn, WI Micropolitan Statistical Area	344	336.5	244
Wichita Falls, TX Metropolitan Statistical Area	613	405.1	108
Wichita, KS Metropolitan Statistical Area	2,027	321.3	268
Williamsport, PA Metropolitan Statistical Area	379	326.4	259
Wilmington, NC Metropolitan Statistical Area	1,055	413.9	95
Winchester, VA-WV Metropolitan Statistical Area	571	444.5	57
Winston-Salem, NC Metropolitan Statistical Area	2,405	375.4	163
Wooster, OH Micropolitan Statistical Area	360	314.4	277
Worcester, MA-CT Metropolitan Statistical Area	3,332	363.4	183
Yakima, WA Metropolitan Statistical Area	600	246.7	365
York-Hanover, PA Metropolitan Statistical Area	1,692	389.0	137
Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area	2,140	378.2	160
Yuba City, CA Metropolitan Statistical Area	446	267.2	349
Yuma, AZ Metropolitan Statistical Area	458	234.0	369

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of fraud and other complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

Note: In calculating the State and Metropolitan Areas rankings, we excluded 16 state-specific data contributors' complaints (the Montana, North Carolina, and Oregon Departments of Justice, the South Carolina Department of Consumer Affairs, the Tennessee Division of Consumer Affairs, and the Offices of the Attorneys General for California, Colorado, Idaho, Indiana, Iowa, Louisiana, Maine, Michigan, Mississippi, Ohio, and Washington).

## Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup>

*January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Abilene, TX Metropolitan Statistical Area	73	44.2	317
Akron, OH Metropolitan Statistical Area	509	72.4	138
Albany, GA Metropolitan Statistical Area	185	117.6	26
Albany, OR Metropolitan Statistical Area	70	60.0	208
Albany-Schenectady-Troy, NY Metropolitan Statistical Area	460	52.8	265
Albuquerque, NM Metropolitan Statistical Area	754	85.0	87
Alexandria, LA Metropolitan Statistical Area	95	61.7	199
Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	610	74.3	134
Altoona, PA Metropolitan Statistical Area	39	30.7	373
Amarillo, TX Metropolitan Statistical Area	161	63.9	175
Anchorage, AK Metropolitan Statistical Area	222	58.3	219
Ann Arbor, MI Metropolitan Statistical Area	304	88.2	74
Anniston-Oxford-Jacksonville, AL Metropolitan Statistical Area	67	56.5	234
Appleton, WI Metropolitan Statistical Area	81	35.9	362
Asheville, NC Metropolitan Statistical Area	271	63.8	178
Ashtabula, OH Micropolitan Statistical Area	61	60.1	206
Athens-Clarke County, GA Metropolitan Statistical Area	166	86.2	80
Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area	9,022	170.7	7
Atlantic City-Hammonton, NJ Metropolitan Statistical Area	240	87.4	77
Auburn-Opelika, AL Metropolitan Statistical Area	138	98.4	51
Augusta-Richmond County, GA-SC Metropolitan Statistical Area	496	87.8	76
Augusta-Waterville, ME Micropolitan Statistical Area	35	28.7	376
Austin-Round Rock, TX Metropolitan Statistical Area	1,462	85.2	85
Bakersfield, CA Metropolitan Statistical Area	978	116.5	29
Baltimore-Columbia-Towson, MD Metropolitan Statistical Area	2,532	93.4	59
Bangor, ME Metropolitan Statistical Area	48	31.2	371
Barnstable Town, MA Metropolitan Statistical Area	123	57.0	229
Baton Rouge, LA Metropolitan Statistical Area	685	85.4	83
Battle Creek, MI Metropolitan Statistical Area	85	62.4	190
Bay City, MI Metropolitan Statistical Area	56	52.0	269
Beaumont-Port Arthur, TX Metropolitan Statistical Area	371	92.0	65
Beckley, WV Metropolitan Statistical Area	201	160.9	9
Bellingham, WA Metropolitan Statistical Area	107	53.2	262
Bend-Redmond, OR Metropolitan Statistical Area	100	63.4	184
Billings, MT Metropolitan Statistical Area	79	49.7	280
Binghamton, NY Metropolitan Statistical Area	98	38.9	347
Birmingham-Hoover, AL Metropolitan Statistical Area	877	77.7	117
Bismarck, ND Metropolitan Statistical Area	32	27.9	377
Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area	77	43.2	327
Bloomington, IL Metropolitan Statistical Area	102	54.8	253
Bloomington, IN Metropolitan Statistical Area	62	38.9	349
Bluefield, WV-VA Micropolitan Statistical Area	51	47.5	296
Boise City, ID Metropolitan Statistical Area	367	59.5	211
Boston-Cambridge-Newton, MA-NH Metropolitan Statistical Area	2,975	65.4	166
Boulder, CO Metropolitan Statistical Area	250	84.9	88
Bowling Green, KY Metropolitan Statistical Area	57	35.9	360
Bremerton-Silverdale, WA Metropolitan Statistical Area	160	63.7	180
Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	734	80.1	111
Brownsville-Harlingen, TX Metropolitan Statistical Area	363	89.4	69

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

## Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup>

*January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Brunswick, GA Metropolitan Statistical Area	84	74.8	132
Buffalo-Cheektowaga-Niagara Falls, NY Metropolitan Statistical Area	614	54.1	257
Burlington, NC Metropolitan Statistical Area	116	76.8	122
Burlington-South Burlington, VT Metropolitan Statistical Area	80	37.9	356
California-Lexington Park, MD Metropolitan Statistical Area	88	83.7	91
Canton-Massillon, OH Metropolitan Statistical Area	226	55.9	243
Cape Coral-Fort Myers, FL Metropolitan Statistical Area	1,082	174.9	6
Carbondale-Marion, IL Metropolitan Statistical Area	58	45.8	309
Cedar Rapids, IA Metropolitan Statistical Area	113	43.8	322
Chambersburg-Waynesboro, PA Metropolitan Statistical Area	72	48.1	290
Champaign-Urbana, IL Metropolitan Statistical Area	139	59.9	209
Charleston, WV Metropolitan Statistical Area	153	67.4	157
Charleston-North Charleston, SC Metropolitan Statistical Area	490	73.7	136
Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area	1,812	81.7	102
Charlottesville, VA Metropolitan Statistical Area	107	48.9	284
Chattanooga, TN-GA Metropolitan Statistical Area	335	63.4	182
Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area	9,499	100.4	49
Chico, CA Metropolitan Statistical Area	210	95.5	56
Cincinnati, OH-KY-IN Metropolitan Statistical Area	1,261	59.6	210
Claremont-Lebanon, NH-VT Micropolitan Statistical Area	102	46.7	302
Clarksville, TN-KY Metropolitan Statistical Area	143	54.9	251
Cleveland, TN Metropolitan Statistical Area	65	56.1	239
Cleveland-Elyria, OH Metropolitan Statistical Area	1,905	91.7	67
Coeur d'Alene, ID Metropolitan Statistical Area	68	49.1	283
College Station-Bryan, TX Metropolitan Statistical Area	129	56.4	236
Colorado Springs, CO Metropolitan Statistical Area	542	84.0	90
Columbia, MO Metropolitan Statistical Area	66	40.6	341
Columbia, SC Metropolitan Statistical Area	597	77.8	115
Columbus, GA-AL Metropolitan Statistical Area	633	214.7	2
Columbus, OH Metropolitan Statistical Area	1,250	65.7	164
Concord, NH Micropolitan Statistical Area	110	75.1	128
Cookeville, TN Micropolitan Statistical Area	51	48.1	291
Corpus Christi, TX Metropolitan Statistical Area	366	85.5	82
Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area	265	112.4	35
Cumberland, MD-WV Metropolitan Statistical Area	44	42.6	332
Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	7,378	114.8	34
Dalton, GA Metropolitan Statistical Area	119	83.7	92
Danville, VA Micropolitan Statistical Area	49	46.0	308
Daphne-Fairhope-Foley, AL Metropolitan Statistical Area	95	52.1	268
Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area	177	46.6	303
Dayton, OH Metropolitan Statistical Area	563	70.4	145
Decatur, AL Metropolitan Statistical Area	68	44.2	316
Decatur, IL Metropolitan Statistical Area	61	55.1	249
Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	702	118.9	24
Denver-Aurora-Lakewood, CO Metropolitan Statistical Area	2,340	92.0	66
Des Moines-West Des Moines, IA Metropolitan Statistical Area	308	54.1	258
Detroit-Warren-Dearborn, MI Metropolitan Statistical Area	6,138	142.9	12
Dothan, AL Metropolitan Statistical Area	109	74.8	131
Dover, DE Metropolitan Statistical Area	134	82.6	99

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

## Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup>

*January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Duluth, MN-WI Metropolitan Statistical Area	179	64.0	174
Dunn, NC Micropolitan Statistical Area	68	59.3	214
Durham-Chapel Hill, NC Metropolitan Statistical Area	342	67.8	156
East Stroudsburg, PA Metropolitan Statistical Area	106	62.4	192
Eau Claire, WI Metropolitan Statistical Area	59	36.6	358
El Centro, CA Metropolitan Statistical Area	108	61.9	197
El Paso, TX Metropolitan Statistical Area	622	77.4	118
Elizabethtown-Fort Knox, KY Metropolitan Statistical Area	87	58.6	218
Elkhart-Goshen, IN Metropolitan Statistical Area	115	58.2	220
Erie, PA Metropolitan Statistical Area	154	54.9	250
Eugene, OR Metropolitan Statistical Area	154	43.8	323
Eureka-Arcata-Fortuna, CA Micropolitan Statistical Area	79	58.7	217
Evansville, IN-KY Metropolitan Statistical Area	149	47.8	295
Fargo, ND-MN Metropolitan Statistical Area	67	32.1	369
Farmington, NM Metropolitan Statistical Area	40	30.8	372
Fayetteville, NC Metropolitan Statistical Area	377	102.9	44
Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area	205	44.3	315
Flagstaff, AZ Metropolitan Statistical Area	87	64.7	168
Flint, MI Metropolitan Statistical Area	467	109.7	37
Florence, SC Metropolitan Statistical Area	175	85.1	86
Florence-Muscle Shoals, AL Metropolitan Statistical Area	54	36.7	357
Fond du Lac, WI Metropolitan Statistical Area	43	42.3	333
Fort Collins, CO Metropolitan Statistical Area	205	68.4	153
Fort Smith, AR-OK Metropolitan Statistical Area	149	53.1	263
Fort Wayne, IN Metropolitan Statistical Area	255	61.3	200
Fresno, CA Metropolitan Statistical Area	1,100	118.2	25
Gadsden, AL Metropolitan Statistical Area	60	57.5	226
Gainesville, FL Metropolitan Statistical Area	324	122.6	21
Gainesville, GA Metropolitan Statistical Area	144	80.1	109
Gettysburg, PA Metropolitan Statistical Area	42	41.4	337
Glens Falls, NY Metropolitan Statistical Area	54	41.9	335
Goldboro, NC Metropolitan Statistical Area	109	88.9	70
Grand Junction, CO Metropolitan Statistical Area	64	43.6	324
Grand Rapids-Wyoming, MI Metropolitan Statistical Area	542	54.8	252
Greeley, CO Metropolitan Statistical Area	169	66.8	158
Green Bay, WI Metropolitan Statistical Area	119	38.9	350
Greensboro-High Point, NC Metropolitan Statistical Area	457	63.1	185
Greenville, NC Metropolitan Statistical Area	106	63.0	186
Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area	714	86.6	79
Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area	246	66.4	161
Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area	146	58.0	222
Hammond, LA Metropolitan Statistical Area	97	80.1	110
Hanford-Corcoran, CA Metropolitan Statistical Area	86	56.2	238
Harrisburg-Carlisle, PA Metropolitan Statistical Area	293	53.3	261
Harrisonburg, VA Metropolitan Statistical Area	37	29.5	374
Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	781	64.4	171
Hattiesburg, MS Metropolitan Statistical Area	119	83.3	93
Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area	183	50.1	279
Hilo, HI Micropolitan Statistical Area	66	35.7	363

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

## Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup>

*January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Hilton Head Island-Bluffton-Beaufort, SC Metropolitan Statistical Area	142	75.9	125
Holland, MI Micropolitan Statistical Area	40	35.9	361
Homosassa Springs, FL Metropolitan Statistical Area	149	105.5	41
Houma-Thibodaux, LA Metropolitan Statistical Area	172	82.6	98
Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area	6,198	104.7	43
Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area	161	44.1	318
Huntsville, AL Metropolitan Statistical Area	286	68.5	152
Idaho Falls, ID Metropolitan Statistical Area	57	42.8	330
Indianapolis-Carmel-Anderson, IN Metropolitan Statistical Area	1,422	75.3	126
Iowa City, IA Metropolitan Statistical Area	87	57.0	228
Ithaca, NY Metropolitan Statistical Area	39	38.4	354
Jackson, MI Metropolitan Statistical Area	93	58.0	221
Jackson, MS Metropolitan Statistical Area	609	107.4	39
Jackson, TN Metropolitan Statistical Area	63	48.5	287
Jacksonville, FL Metropolitan Statistical Area	1,692	125.7	17
Jacksonville, NC Metropolitan Statistical Area	110	61.9	198
Jamestown-Dunkirk-Fredonia, NY Micropolitan Statistical Area	58	43.0	328
Janesville-Beloit, WI Metropolitan Statistical Area	77	48.0	293
Jefferson City, MO Metropolitan Statistical Area	73	48.7	286
Johnson City, TN Metropolitan Statistical Area	92	46.3	307
Johnstown, PA Metropolitan Statistical Area	63	43.8	321
Jonesboro, AR Metropolitan Statistical Area	231	190.9	4
Joplin, MO Metropolitan Statistical Area	78	44.4	314
Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area	66	42.6	331
Kalamazoo-Portage, MI Metropolitan Statistical Area	200	61.2	201
Kankakee, IL Metropolitan Statistical Area	72	63.5	181
Kansas City, MO-KS Metropolitan Statistical Area	1,444	71.9	139
Kennewick-Richland, WA Metropolitan Statistical Area	138	54.5	255
Killeen-Temple, TX Metropolitan Statistical Area	403	99.4	50
Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area	193	62.3	193
Kingston, NY Metropolitan Statistical Area	103	56.4	235
Knoxville, TN Metropolitan Statistical Area	396	47.3	297
La Crosse-Onalaska, WI-MN Metropolitan Statistical Area	55	41.1	339
Lafayette, LA Metropolitan Statistical Area	268	57.4	227
Lafayette-West Lafayette, IN Metropolitan Statistical Area	97	48.1	292
Lake Charles, LA Metropolitan Statistical Area	93	46.6	304
Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	158	78.9	112
Lakeland-Winter Haven, FL Metropolitan Statistical Area	844	140.2	13
Lancaster, PA Metropolitan Statistical Area	242	46.6	305
Lansing-East Lansing, MI Metropolitan Statistical Area	257	55.4	247
Laredo, TX Metropolitan Statistical Area	231	92.3	64
Las Cruces, NM Metropolitan Statistical Area	126	60.2	205
Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area	1,966	100.8	48
Lawrence, KS Metropolitan Statistical Area	57	51.4	272
Lawton, OK Metropolitan Statistical Area	84	64.5	169
Lebanon, PA Metropolitan Statistical Area	72	53.9	259
Lewiston-Auburn, ME Metropolitan Statistical Area	37	34.4	364
Lexington-Fayette, KY Metropolitan Statistical Area	262	55.5	245
Lima, OH Metropolitan Statistical Area	59	55.5	246

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

## Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup>

*January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Lincoln, NE Metropolitan Statistical Area	150	49.6	281
Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	561	80.2	108
Logan, UT-ID Metropolitan Statistical Area	60	47.8	294
London, KY Micropolitan Statistical Area	64	50.6	277
Longview, TX Metropolitan Statistical Area	120	56.0	241
Longview, WA Metropolitan Statistical Area	53	51.8	270
Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area	15,277	119.1	23
Louisville/Jefferson County, KY-IN Metropolitan Statistical Area	690	55.8	244
Lubbock, TX Metropolitan Statistical Area	164	56.4	237
Lumberton, NC Micropolitan Statistical Area	100	74.5	133
Lynchburg, VA Metropolitan Statistical Area	273	108.1	38
Macon, GA Metropolitan Statistical Area	270	116.2	30
Madera, CA Metropolitan Statistical Area	140	92.8	62
Madison, WI Metropolitan Statistical Area	384	63.4	183
Manchester-Nashua, NH Metropolitan Statistical Area	198	49.4	282
Mansfield, OH Metropolitan Statistical Area	54	43.4	326
McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	663	85.6	81
Medford, OR Metropolitan Statistical Area	135	66.4	159
Memphis, TN-MS-AR Metropolitan Statistical Area	1,662	125.5	18
Merced, CA Metropolitan Statistical Area	226	88.4	72
Meridian, MS Micropolitan Statistical Area	55	51.2	273
Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area	18,941	340.4	1
Michigan City-La Porte, IN Metropolitan Statistical Area	54	48.4	288
Midland, TX Metropolitan Statistical Area	109	76.9	121
Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area	1,444	92.8	61
Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area	2,151	64.2	172
Missoula, MT Metropolitan Statistical Area	65	59.5	212
Mobile, AL Metropolitan Statistical Area	366	88.6	71
Modesto, CA Metropolitan Statistical Area	520	101.1	46
Monroe, LA Metropolitan Statistical Area	99	56.1	240
Monroe, MI Metropolitan Statistical Area	122	80.3	107
Montgomery, AL Metropolitan Statistical Area	495	132.2	15
Morgantown, WV Metropolitan Statistical Area	57	43.9	319
Morristown, TN Metropolitan Statistical Area	60	52.7	266
Mount Vernon-Anacortes, WA Metropolitan Statistical Area	57	48.8	285
Muncie, IN Metropolitan Statistical Area	45	38.2	355
Muskegon, MI Metropolitan Statistical Area	133	77.2	119
Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area	236	62.6	188
Napa, CA Metropolitan Statistical Area	129	94.5	57
Naples-Immokalee-Marco Island, FL Metropolitan Statistical Area	688	214.0	3
Nashville-Davidson--Murfreesboro--Franklin, TN Metropolitan Statistical Area	1,034	61.9	196
New Bern, NC Metropolitan Statistical Area	83	65.5	165
New Haven-Milford, CT Metropolitan Statistical Area	666	77.2	120
New Orleans-Metairie, LA Metropolitan Statistical Area	976	82.0	101
New York-Newark-Jersey City, NY-NJ-PA Metropolitan Statistical Area	19,125	97.7	52
Niles-Benton Harbor, MI Metropolitan Statistical Area	165	105.2	42
North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area	819	116.6	28
Norwich-New London, CT Metropolitan Statistical Area	145	52.9	264
Ocala, FL Metropolitan Statistical Area	414	125.0	20

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

## Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup>

*January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Odessa, TX Metropolitan Statistical Area	105	76.6	124
Ogden-Clearfield, UT Metropolitan Statistical Area	299	50.1	278
Ogdensburg-Massena, NY Micropolitan Statistical Area	36	32.2	368
Oklahoma City, OK Metropolitan Statistical Area	976	77.9	114
Olympia-Tumwater, WA Metropolitan Statistical Area	161	63.8	176
Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area	511	59.1	216
Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area	3,193	149.6	11
Oshkosh-Neenah, WI Metropolitan Statistical Area	56	33.5	365
Ottawa-Peru, IL Micropolitan Statistical Area	56	36.2	359
Owensboro, KY Metropolitan Statistical Area	46	40.1	345
Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area	682	82.8	96
Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	605	111.3	36
Panama City, FL Metropolitan Statistical Area	127	68.8	151
Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	381	84.9	89
Peoria, IL Metropolitan Statistical Area	209	55.1	248
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	5,695	95.5	55
Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area	4,238	101.1	47
Pine Bluff, AR Metropolitan Statistical Area	58	57.9	224
Pittsburgh, PA Metropolitan Statistical Area	1,367	58.0	223
Pittsfield, MA Metropolitan Statistical Area	82	62.5	189
Port St. Lucie, FL Metropolitan Statistical Area	695	163.9	8
Portland-South Portland, ME Metropolitan Statistical Area	220	42.8	329
Portland-Vancouver-Hillsboro, OR-WA Metropolitan Statistical Area	1,515	68.1	155
Pottsville, PA Micropolitan Statistical Area	69	46.5	306
Prescott, AZ Metropolitan Statistical Area	172	81.5	103
Providence-Warwick, RI-MA Metropolitan Statistical Area	925	57.8	225
Provo-Orem, UT Metropolitan Statistical Area	236	44.8	312
Pueblo, CO Metropolitan Statistical Area	150	94.3	58
Punta Gorda, FL Metropolitan Statistical Area	184	115.0	33
Racine, WI Metropolitan Statistical Area	140	71.6	140
Raleigh, NC Metropolitan Statistical Area	773	68.4	154
Rapid City, SD Metropolitan Statistical Area	54	40.1	344
Reading, PA Metropolitan Statistical Area	308	74.9	130
Redding, CA Metropolitan Statistical Area	154	86.9	78
Reno, NV Metropolitan Statistical Area	409	96.1	54
Richmond, VA Metropolitan Statistical Area	883	73.1	137
Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	4,865	115.2	31
Roanoke, VA Metropolitan Statistical Area	167	54.1	256
Rochester, MN Metropolitan Statistical Area	97	46.9	299
Rochester, NY Metropolitan Statistical Area	677	62.7	187
Rockford, IL Metropolitan Statistical Area	250	71.5	141
Rocky Mount, NC Metropolitan Statistical Area	141	92.5	63
Roseburg, OR Micropolitan Statistical Area	48	44.6	313
Sacramento--Roseville--Arden-Arcade, CA Metropolitan Statistical Area	2,176	101.3	45
Saginaw, MI Metropolitan Statistical Area	129	64.4	170
Salem, OH Micropolitan Statistical Area	47	43.6	325
Salem, OR Metropolitan Statistical Area	201	51.4	271
Salinas, CA Metropolitan Statistical Area	290	69.9	147
Salisbury, MD-DE Metropolitan Statistical Area	221	59.1	215

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.



## Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup> *January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Salt Lake City, UT Metropolitan Statistical Area	608	55.9	242
San Angelo, TX Metropolitan Statistical Area	45	40.2	343
San Antonio-New Braunfels, TX Metropolitan Statistical Area	1,783	83.2	94
San Diego-Carlsbad, CA Metropolitan Statistical Area	2,890	93.4	60
San Francisco-Oakland-Hayward, CA Metropolitan Statistical Area	5,064	116.8	27
San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	1,770	96.4	53
San Luis Obispo-Paso Robles-Arroyo Grande, CA Metropolitan Statistical Area	202	74.9	129
Santa Cruz-Watsonville, CA Metropolitan Statistical Area	235	89.6	68
Santa Fe, NM Metropolitan Statistical Area	117	81.2	104
Santa Maria-Santa Barbara, CA Metropolitan Statistical Area	374	88.2	73
Santa Rosa, CA Metropolitan Statistical Area	343	70.9	143
Savannah, GA Metropolitan Statistical Area	400	115.1	32
Scranton--Wilkes-Barre--Hazleton, PA Metropolitan Statistical Area	403	71.5	142
Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	2,696	78.4	113
Sebastian-Vero Beach, FL Metropolitan Statistical Area	169	122.4	22
Sheboygan, WI Metropolitan Statistical Area	54	46.8	301
Sherman-Denison, TX Metropolitan Statistical Area	75	62.0	195
Show Low, AZ Micropolitan Statistical Area	75	69.8	149
Shreveport-Bossier City, LA Metropolitan Statistical Area	307	69.8	148
Sierra Vista-Douglas, AZ Metropolitan Statistical Area	112	85.3	84
Sioux City, IA-NE-SD Metropolitan Statistical Area	74	43.9	320
Sioux Falls, SD Metropolitan Statistical Area	93	40.7	340
South Bend-Mishawaka, IN-MI Metropolitan Statistical Area	195	61.1	202
Spartanburg, SC Metropolitan Statistical Area	219	69.9	146
Spokane-Spokane Valley, WA Metropolitan Statistical Area	405	76.7	123
Springfield, IL Metropolitan Statistical Area	119	56.6	232
Springfield, MA Metropolitan Statistical Area	409	65.8	163
Springfield, MO Metropolitan Statistical Area	248	56.8	231
Springfield, OH Metropolitan Statistical Area	62	44.8	311
St. Cloud, MN Metropolitan Statistical Area	60	31.7	370
St. George, UT Metropolitan Statistical Area	54	39.1	346
St. Joseph, MO-KS Metropolitan Statistical Area	65	51.0	274
St. Louis, MO-IL Metropolitan Statistical Area	2,289	82.1	100
State College, PA Metropolitan Statistical Area	45	29.2	375
Staunton-Waynesboro, VA Metropolitan Statistical Area	39	32.9	366
Stockton-Lodi, CA Metropolitan Statistical Area	912	133.1	14
Sumter, SC Metropolitan Statistical Area	65	60.5	204
Syracuse, NY Metropolitan Statistical Area	320	48.3	289
Tallahassee, FL Metropolitan Statistical Area	659	179.4	5
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	4,328	155.5	10
Terre Haute, IN Metropolitan Statistical Area	67	38.9	351
Texarkana, TX-AR Metropolitan Statistical Area	76	50.9	275
Toledo, OH Metropolitan Statistical Area	389	63.8	179
Topeka, KS Metropolitan Statistical Area	165	70.6	144
Torrington, CT Micropolitan Statistical Area	89	46.9	300
Traverse City, MI Micropolitan Statistical Area	59	41.2	338
Trenton, NJ Metropolitan Statistical Area	303	82.7	97
Tucson, AZ Metropolitan Statistical Area	862	87.9	75
Tulahoma-Manchester, TN Micropolitan Statistical Area	39	38.9	348

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## Appendix D2: Identity Theft Consumer Complaints by Largest Metropolitan Areas (in alphabetical order)<sup>1</sup>

*January 1 – December 31, 2013*

Metropolitan Area	Complaints Per		
	Complaints	100,000 Population	Rank
Tulsa, OK Metropolitan Statistical Area	570	60.8	203
Tupelo, MS Micropolitan Statistical Area	62	45.5	310
Tuscaloosa, AL Metropolitan Statistical Area	150	65.2	167
Tyler, TX Metropolitan Statistical Area	169	80.6	105
Urban Honolulu, HI Metropolitan Statistical Area	370	38.8	352
Utica-Rome, NY Metropolitan Statistical Area	116	38.7	353
Valdosta, GA Metropolitan Statistical Area	175	125.4	19
Vallejo-Fairfield, CA Metropolitan Statistical Area	530	128.2	16
Vineland-Bridgeton, NJ Metropolitan Statistical Area	122	77.8	116
Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	1,348	80.4	106
Visalia-Porterville, CA Metropolitan Statistical Area	276	62.4	191
Waco, TX Metropolitan Statistical Area	144	57.0	230
Wamer Robins, GA Metropolitan Statistical Area	149	83.0	95
Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	5,991	106.3	40
Waterloo-Cedar Falls, IA Metropolitan Statistical Area	55	32.8	367
Watertown-Fort Drum, NY Metropolitan Statistical Area	47	40.4	342
Wausau, WI Metropolitan Statistical Area	86	64.1	173
Weirton-Steubenville, WV-OH Metropolitan Statistical Area	68	54.6	254
Wenatchee, WA Metropolitan Statistical Area	46	41.5	336
Wheeling, WV-OH Metropolitan Statistical Area	62	41.9	334
Whitewater-Elkhorn, WI Micropolitan Statistical Area	48	47.0	298
Wichita Falls, TX Metropolitan Statistical Area	77	50.9	276
Wichita, KS Metropolitan Statistical Area	468	74.2	135
Williamsport, PA Metropolitan Statistical Area	62	53.4	260
Wilmington, NC Metropolitan Statistical Area	169	66.3	162
Winchester, VA-WV Metropolitan Statistical Area	67	52.2	267
Winston-Salem, NC Metropolitan Statistical Area	399	62.3	194
Wooster, OH Micropolitan Statistical Area	68	59.4	213
Worcester, MA-CT Metropolitan Statistical Area	519	56.6	233
Yakima, WA Metropolitan Statistical Area	183	75.2	127
York-Hanover, PA Metropolitan Statistical Area	261	60.0	207
Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area	361	63.8	177
Yuba City, CA Metropolitan Statistical Area	116	69.5	150
Yuma, AZ Metropolitan Statistical Area	130	66.4	160

<sup>1</sup>This chart illustrates Metropolitan Areas (Metropolitan and Micropolitan Statistical Areas) with a population of one hundred thousand or more. Ranking is based on the number of identity theft complaints per 100,000 inhabitants for each Metropolitan Area. Metropolitan Areas presented here are those defined by the Office of Management and Budget as of February 2013 and the population estimates are based on the 2010 U.S. Census table CPH-T-5.

